New Jersey
Carrier-to-Carrier Guidelines
Performance Standards and Reports

April 2002

Appendix	Topic
A	Specials and Trunk Maintenance Code Descriptions
B	Provisioning Codes
C	Pre-Ordering EnView Additional Details
D	Local Number Portability Process
E	Enhanced 911 Database Updates
F	Repair Disposition Codes
G	Flow-Through Ordering Scenarios
H	Trunk Forecasting Guide
I	Collocation Forecasting Guide
J	Statistical Methodology
K	Holidays
L	OSS Interface Out of Service Trouble Reports
M	OSS Interface Out of Service Trouble Report Log
N	Test Deck

Exhibits	
1	Additional Provisions

INTRODUCTION

These "New Jersey Carrier-to-Carrier Guidelines Performance Standards and Reports" provide the measurements and performance standards that will be applicable to Verizon New Jersey Inc. (Verizon). A statement of the measurements and standards, the measurement methodologies, and geographic reporting areas, is included. Also included are a glossary and appendices that provide explanatory material related to the measurements and standards. The appendices contain a description of a statistical methodology that will be applied to help assess whether there is any difference between the delivery of Verizon retail services and the delivery of Verizon wholesale services.

Verizon will prepare monthly performance reports setting forth the measured results for each metric. Verizon will furnish to the New Jersey Board of Public Utilities (Board) the following reports: the report for Verizon Retail performance; the report for CLEC Aggregate performance; the report for Verizon Affiliate Aggregate performance; and, the report for Verizon Affiliate Specific performance. Upon request by an eligible Competitive Local Exchange Carrier (CLEC), Verizon will furnish to the CLEC the following reports: the report for Verizon Retail performance; the report for CLEC Aggregate performance; the report for CLEC Specific performance for that CLEC; and, the report for Verizon Affiliate Aggregate performance. A CLEC will be eligible to receive the reports if it has entered into one of the following types of service agreement with Verizon (1) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(a)-(e); or, (2) an interconnection or resale agreement pursuant to 47 U.S.C. § 252(i).

Verizon will provide the reports to the Board and CLECs on computer disk(s). However, Verizon may request Board approval for permission to provide future reports by placing them on a secure Internet site.

Pre-Ordering (PO)

Function:
PO-1 Response Time OSS Pre-Ordering Interface

Definition:

Response time – The time, in seconds, rounded to the nearest 1/100th of a second, that elapses from issuance of a query request to receipt of a response. For CLECs, this performance is measured through the access platform. For Verizon, this performance is measured directly to and from the Operations Support System ("OSS").

Metrics PO-1-01 through 06 and Metric PO-1-09 – Average Response time – For each transaction type, the sum of all the response times for the successful transactions divided by the number of successful transactions.

Metric PO-1-07 – Average Response time – The sum of all the response times for the rejected queries divided by the number of rejected queries.

Rejected Queries – A "Rejected Query" is a query that cannot be processed by Verizon's pre-ordering system due to incomplete or invalid information submitted by the sender, resulting in an error message to the sender.

Response times will be measured and reported separately for each of the following: EDI, Web GUI and CORBA.[1]

Methodology:

Verizon Retail – Metrics PO-1-01 through 07 and Metric PO-1-09; CLECs – Metric PO-1-07:
For measuring Verizon Retail performance for Metrics PO-1-01 through 07 and Metric PO-1-09 and CLEC performance for Metric PO-1-07, measurements for EDI, Web GUI and CORBA will be performed by use of EnView (formerly Sentinel). EnView is a performance evaluation software tool that measures and records the actual response time of transactions through emulation by logging into applications and executing individual transactions. Performance is evaluated on the basis of defined objectives for response time for each transaction type.[2] EnView emulates the transactions of a service representative using the OSS. By replicating the keystrokes of a representative, EnView measures transaction time from the point the "enter" key is hit until a response is received back on the display screen. A statistically valid sample size of ten transactions per hour per transaction type is taken from Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

EnView Successful Transactions – A pre-order response time transaction is considered "successful" by the EnView robot when a predefined response is received in a specific field and screen. The robot is coded to wait until the successful response is received. If it is not received within a predetermined amount of time, then a "time-out" is created. The time-out transaction is removed from the average response time queue for that transaction type and listed as a "time-out".

Each request has a unique name based on time and date. The robot monitors for a matching response, and identifies successful responses by the file extension name. The file extension varies according to whether the transaction is successful or experiences an error condition. (For instance, a successful response for an Address Validation request is identified by a file extension of ".adr.") The file is read to ensure that it starts and ends with the appropriate indicators for a successful transaction.

CLECs – Metrics PO-1-01 through 06 and Metric PO-1-09:

For Metrics PO-1-01 through 06 and Metric PO-1-09, Verizon will measure the actual response times for CLEC pre-ordering query transactions. Verizon will measure the interval from when a pre-ordering query

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[1] Some types of transactions may not be available through all access platforms (e.g., Parsed CSR is not at present available through Web GUI).

is received at Verizon's interface until when Verizon sends a response. Measurements will be performed Monday through Saturday, 6 AM to 10 PM, excluding Holidays.

Time-outs are set at 60 seconds. Response times of less than 60 seconds are included in the measurement. Time-outs are set at long intervals to ensure that the measure includes long response times, but excludes transactions that will never complete. Time-outs are removed from the average response time queues. (Time-outs are monitored for OSS Interface Availability measurements.)   Verizon will provide data showing the percentage of attempted transactions that time-out.

Exclusions:

- Sunday, and Holidays, as well as hours outside of the normal Monday through Saturday reporting period (10 PM to 6 AM, Monday through Saturday).
- Response time aberrations occurring due to failures of the EnView robot or the network between EnView and EDI, Web GUI or CORBA, or between EnView and the Verizon OSS. (If response time aberrations occur due to failures of the EnView robot or the network between EnView and EDI, Web GUI or CORBA, or between EnView and the Verizon OSS, Verizon will note such failure times and report the failure times in a footnote on the report.

Performance Standard:

Metrics P0-1-01 through 07:

- EDI: Parity with Verizon Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)

- Web GUI:

  - For the first year after these Guidelines become effective: Parity with Verizon Retail plus not more than 7 seconds. (7-Second difference allows for variations in functionality and additional security requirements of interface.)

  - Commencing one year after these Guidelines become effective: Parity with Verizon Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)

- CORBA: Parity with Verizon Retail plus not more than 4 seconds. (4-Second difference allows for variations in functionality and additional security requirements of interface.)

Metric PO-1-09: Parity with Verizon Retail plus not more than 10 seconds. (10-Second difference allows for variations in functionality and additional security requirements of interface.)

Response Time OSS Pre-Ordering Interface (continued)		
Formula:		
(Sum of all Response Times for each transaction type) / (Number of transactions for each transaction type)		
Report Dimensions:		
Company: • Verizon Retail • CLEC Aggregate	Geography: • State	
Sub-Metrics – PO-1 Response Time OSS Pre-Ordering Interface		
PO-1-01	**Average Response Time – Customer Service Record**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for CSR transactions.	Number of CSR transactions.
PO-1-02	**Average Response Time – Due Date Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Due Date Availability.	Number of Due Date Availability transactions.
PO-1-03	**Average Response Time – Address Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Address Validation.	Number of Address Validation transactions.
PO-1-04	**Average Response Time – Product & Service Availability**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Product & Service Availability.	Number of Product & Service Availability transactions.
PO-1-05	**Average Response Time – Telephone Number Availability & Reservation[2]**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for TN Availability/Reservation.	Number of TN Availability/Reservation transactions.
PO-1-06	**Average Response Time – Facility Availability (ADSL Loop Qualification)**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Loop Qualification.	Number of Loop Qualification transactions.

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[2] While Address Validation can be completed on a stand-alone basis, Telephone Number Reservation is always combined with Address Validation. For VZ retail representatives this is a required two-step process requiring two separate transactions. (To be further discussed at New Jersey TSFT collaborative.)

Sub-Metrics – (continued) Response Time OSS Pre-Ordering Interface		
PO-1-07	**Average Response Time – Rejected Query**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times from enter key to reply on screen for a rejected query.	Number of simulated rejected query transactions.
PO-1-08	**Omitted. Not applicable to New Jersey.**	
PO-1-09	**Parsed CSR[3]**	
Calculation	**Numerator**	**Denominator**
	Sum of all response times for Parsed CSR transactions.	Number of Parsed CSR transactions.

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[3] Because there is no Parsed CSR transaction for Verizon Retail, basis Verizon Retail CSR response time (Metric PO-1-01) will be reported for Verizon Retail performance for Metric PO-1-09.

Function:
PO-2 OSS Interface Availability
Definition:

"OSS Interface Availability" measures the time (measured in hours and minutes {as a percentage of an hour}) during which the electronic OSS Interface is actually available as a percentage of scheduled availability. Verizon service representatives and CLEC service representatives obtain pre-ordering, ordering, provisioning and maintenance, information from the same underlying OSS. As a result, if a particular OSS is down, it is equally unavailable to Verizon employees and to CLEC employees. Any difference in availability, therefore, will be caused by unavailability of the interface.

Pre-Ordering Interface—Scheduled Availability
- Prime Time: 6:00 AM to 10:00 PM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 10:00 PM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Maintenance Interface
- Prime Time: 6:00 AM to 12:01 AM ET – Monday through Saturday, excluding Holidays
- Non-Prime Time: 12:01 AM to 6:00 AM ET – Monday through Saturday, and All Day Sunday and Holidays

Note: the number of hours of downtime will be noted in the reports under "observations".

Separate measurements will be performed and reported for each of the following: Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding.

Methodology:

EDI, Web GUI and CORBA

Verizon will measure availability of the EDI, Web GUI and CORBA interfaces based on: (a) EnView measurement and, (b) out of service troubles reported by CLECs.

<u>EnView:</u> EnView measurement of availability of the EDI, Web GUI and CORBA interfaces will be as follows:

The mechanized OSS Interface availability process is based on the transactions created by the EnView robots. The program determines whether the transactions are successful or unsuccessful, or that no transactions are issued (not polled). Transactions are processed by transaction type and separately for each of EDI, Web GUI, CORBA and OSS. The hours of the day are divided into 6-minute measurement periods.

If an interface for any transaction type in a 6-minute measurement period has at least one successful transaction, then that interface is considered available. Unavailable time for an interface is calculated only when all transactions for the interface are unsuccessful and at least one of the corresponding OSS transactions is successful. This indicates that the interface was not available while at least one OSS was available. In this case, the 6-minute measurement period is counted as "unavailable."

If it is determined that no transactions were issued, then the 6 minute measurement period is excluded from all calculations since this is an indication of an EnView problem and not an interface problem. Verizon will include in its reports, as a footnote, the number of 6-minute measurement periods that were excluded from measurement because no EnView measurement transactions occurred.

Availability is calculated by dividing the total number of 6 minute measurement periods in the measured portion of a month (Total, Prime Time, or Non-Prime Time) (excluding unmeasured 6 minute measurement periods) into the number of periods with no successful transactions for the month, subtracting this from 1, and multiplying by 100. For example, there are potentially 4800 6-minute measurement periods in the Pre-Ordering Interface Prime Time period for a 30-day month. If twelve 6 minute measurement periods lack successful transactions, then availability equals [1-(12/4800)] x 100 = 99.75% Availability.

<u>CLEC Trouble Reporting:</u> Out of service troubles must be reported by CLECs to Verizon's designated trouble reporting point in accordance with Appendix L.

Electronic Bonding

Verizon will study the feasibility of implementing a mechanized means to measure availability of the Maintenance Electronic Bonding interface. Until mechanized measurement of availability of the Maintenance Electronic Bonding interface is operational, Verizon will measure availability of the Maintenance Electronic Bonding interface based on: (a) out of service troubles reported by CLECs; and, (b) outages that are identified by Verizon, but not reported by CLECs. Out of service troubles must be reported by CLECs to Verizon's designated trouble reporting point in accordance with Appendix L.

Trouble Logs

Upon request by a CLEC in accordance with Appendix M, Verizon will make available for inspection by the CLEC Verizon's logs of CLEC reports that an interface is not available.

Exclusions: PO-2 OSS Interface Availability

The following exclusions will apply with regard to troubles reported by CLECs:
- Troubles reported but not found.
- Troubles reported by a CLEC that were not reported to Verizon's designated trouble-reporting point.
- Scheduled interface outages for major system releases where CLECs were provided with advanced notification of the downtime in compliance with Verizon Change Management Guidelines.

Performance Standard:

Metrics PO-2-01 and 03: No standard.

Metric PO-2-02: 99.5%.

Formula:

[(Number of hours scheduled less number of scheduled hours not available) / (Number of hours scheduled)] x 100.

Report Dimensions:

Each OSS Interface serving New Jersey (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Note, an OSS interface may handle CLEC transactions not only for New Jersey but also for other states.)

Sub-Metrics:

PO-2-01	OSS Interface Availability – Total	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Hours in Month) - (Number of Hours Interface is not available during Month).	Number of Hours in Month.
PO-2-02	**OSS Interface Availability – Prime Time**	
Products	EDI Pre-Ordering Web GUI Pre-Ordering CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	**Numerator**	**Denominator**
	(Number of Prime Time Hours in Month) - (Number of Prime Time Hours in Month Interface is not available).	Number of Prime Time Hours in Month.
PO-2-03	**OSS Interface Availability – Non-Prime Time**	
Products	CORBA Pre-Ordering Web GUI Maintenance Electronic Bonding Maintenance	
Calculation	Numerator	Denominator
	(Number of Non-Prime Time Hours in Month) - (Number of Non-Prime Time Hours in Month Interface is not available).	Number of Non-Prime Time Hours in Month.

Function:
PO-3 Contact Center Availability

Definition:

Contact Center Availability – Hours of operation of Verizon Centers supporting CLECs for ordering, provisioning, and billing (Telecom Industry Services Ordering Center ["TISOC"]), and maintenance (Regional CLEC Maintenance Center ["RCMC"]). Contact with CLECs is designed to take place via direct access systems. Carrier support centers are designed to handle fall out and not large call volume.

Speed of Answer.

TISOC

For a TISOC, calls will be measured as follows: (1) for a call placed by a CLEC representative to a Verizon call center's general access telephone number, the elapsed time from selection by a CLEC representative of a call direction option from the call management system menu that directs the CLEC call to a Verizon representative assigned to handling CLEC calls, until the CLEC call is answered by a Verizon representative; and, (2) for a call initially placed by a CLEC representative to a Verizon call center representative assigned to that CLEC at the Verizon representative's direct dial line, but which is unanswered and forwarded to a call management system menu offering the options of transferring the call to the next available representative or to voice mail, the elapsed time from when the CLEC representative directs that his/her call be transferred from the menu to the next available Verizon representative or to voice mail, until the call is answered by a Verizon representative or by voice mail.

RCMC

For an RCMC, calls will be measured as follows: the elapsed time from when a call by a CLEC representative enters the RCMC's call management system until the CLEC call is answered by a Verizon representative.

Exclusions:

Speed of Answer

- Calls directed to and answered by Verizon representatives assigned to the calling CLEC.
- Calls directed to voice mail when the voice mail system is not operating.

Performance Standard:

Metrics PO-3-01 and 03: No standard.

Metrics PO-3-02 and 04: 85% within 20 Seconds.

Center Hours of Operation: Not measured.

> TISOC: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
> Billing: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
> GUI Navigation Help Desk: 8 AM to 6 PM, Monday through Friday, excluding Holidays.
> RCMC: 24 hours per day, seven days per week.

Report Dimensions:

- Each call center serving New Jersey (each TISOC serving New Jersey and each RCMC serving New Jersey) (Note, a Verizon call center may handle CLEC calls not only for New Jersey but also for other states. Verizon may combine measurement data for multiple states handled by a call center.)

Sub-Metrics		
PO-3-01	**Average Speed of Answering – Ordering**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-02	**% Answered within 20 Seconds – Ordering**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.
PO-3-03	**Average Speed of Answering – Repair**	
Calculation	**Numerator**	**Denominator**
	Sum of times from commencement to completion of answering interval for measured calls.	Total number of measured calls answered by the Center.
PO-3-04	**% Answered within 20 Seconds – Repair**	
Calculation	**Numerator**	**Denominator**
	Total number of measured calls answered by the Center within 20 seconds.	Total number of measured calls answered by the Center.

Function:		
PO-4 Timeliness of Change Management Notice		

Definition:

The percentage of change management notices (i.e., notices scheduling interface affecting changes) and change management confirmations sent within the applicable time frames stated in the Performance Standard. Change confirmation documentation will not be considered available until all material changes in such documentation have been made.

Exclusions:

Change management notices and change management confirmations as to which Verizon and the CLECs agreed to an interval shorter than the interval stated in the Performance Standard.

Performance Standard:

Metric PO-4-01: 95% complying with applicable minimum interval stated below.
Metric PO-4-02: No standard.
Metric PO-4-03: 0 (No change management notices or change management confirmations sent 8 or more days late.)

Timeliness Standards:

Change type	Change Management Notice: Interval between notification and implementation	Change Management Confirmation: Final Documentation Availability before implementation
Type 5 – CLEC originated	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 4 – Verizon originated	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 3 – Industry Standard	66 days (for changes implemented on or after July 1, 2000, 73 days for business rules, 66 days for technical specifications)	45 days
Type 2 – Regulatory	Time periods established in Regulatory Order. If no time periods set, default to above time period.	Time periods established in Regulatory Order. If no time periods set, default to above time period.
Type 1 – Emergency Maintenance	Notification before implementation	Not Applicable[4]

Products	One (1) Product reflecting the combination of the following: Change Management Notice: • Type 1 – Emergency Maintenance • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – Verizon originated • Type 5 – CLEC originated Change Management Confirmation: • Type 2 – Regulatory • Type 3 – Industry Standard • Type 4 – Verizon originated • Type 5 – CLEC originated

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[4] Type 1: Change Confirmation is not applicable.

Sub-Metrics		
PO-4-01	**% Change Management Notices and Change Management Confirmations Sent on Time – Total (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)**	
Calculation	**Numerator**	**Denominator**
	Number of change management notices and change management confirmations complying with minimum notice intervals.	Total number of change management notices and change management confirmations.
PO-4-02	**Change Management Notices and Change Management Confirmations – Delay 1 to 7 days (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)**	
Calculation	**Data Value**	
	Cumulative delay days for all notices and confirmations sent 1 to 7 days late.	
PO-4-03	**Change Management Notices and Change Management Confirmations – Delay 8 or more days (Change Management Notices and Change Management Confirmations Combined; Types 1-5 Combined)**	
Calculation	**Data Value**	
	Cumulative delay days for all notices and confirmations sent 8 or more days late.	

Function:	
PO-5 Average Notification of Interface Outage	

Definition:
The average amount of time that elapses between Verizon identification of an interface outage and Verizon notification to CLECs that an outage exists. Notice will be provided by electronic mail.

Exclusions:
• None.

Performance Standard:
Not more than: 20 minutes.

Report Dimensions	

Company:
    • CLEC Aggregate
    • CLEC Specific
	Geography:
	    • Notification of interface outages for OSS interfaces serving New Jersey (Pre-Ordering EDI, Pre-Ordering Web GUI, Pre-Ordering CORBA, Maintenance Web GUI, and Maintenance Electronic Bonding) (Combined data.) (Note: an OSS interface may handle CLEC transactions not only for New Jersey but also for other states.)

Sub-Metrics		
PO-5-01	**Average Notice of Interface Outage**	
Calculation	**Numerator**	**Denominator**
	Sum of date and time of outage notification to CLECs less date and time interface outage was identified by Verizon	Total number of interface outages for which notice was given

16

Function:		
PO-6 Software Validation		
Definition:		
Verizon maintains a test deck of transactions that will be used to validate the functionality of a non-emergency software release. Each transaction in the test deck will be assigned a weight factor. Weight factors will be allocated among transaction types (i.e., Pre-Order, Order-Resale, Order-UNE, Order-Platform) and then distributed across specific transactions within a transaction type. The initial array of weights for the transactions is displayed in Appendix N. If test transactions are added to the test deck, the distribution of weights between transaction types will be retained, and then re-distributed across specific transactions within a transaction type.		
The test deck will be executed by Verizon as follows: Within 1 business day following a non-emergency software release to production as communicated through Change Management, Verizon will begin to execute the test deck in production using training mode. Upon completion of the test, Verizon will report the test deck transactions that failed. A transaction is defined as failed if the request cannot be submitted or processed, or results in incorrect or improperly formatted data.		
Metric PO-6-01 is defined as the ratio for non-emergency software releases of the sum of the weights of failed transactions in production using training mode to the sum of the weights of all transactions in the test deck.		
Exclusions:		
Emergency software releases.		
Performance Standard:		
Metric PO-6-01: Not more than 5%.		
Sub-Metrics		
PO-6-01	**Software Validation**	
Calculation	**Numerator**	**Denominator**
	Sum of weights of failed transactions.	Sum of weights of all transactions in the test deck.

Function:	
PO-7 Software Problem Resolution Timeliness	

Definition:
This metric measures Verizon's resolution of "Production Referrals." "Production Referrals" are failed pre-order and order transactions reported by CLECs to the Help Desk or identified by Verizon by execution of the test deck, that were caused by Verizon code or documentation errors or omissions in non-emergency software releases and that result in Type 1 changes (as defined in Verizon's Change Management Notice Plan). A transaction is defined as "failed" if the request cannot be submitted or processed, or results in incorrect or improperly formatted data. A Production Referral will be deemed "resolved" when a change is implemented that corrects the Verizon code or documentation error or omission that is the basis for the Production Referral. Measured Production Referrals include only those Production Referrals reported by a CLEC to the Help Desk or identified by Verizon by execution of the test deck, within the 30 calendar days following implementation of the non-emergency software release that contained the code or documentation error or omission that is the basis for the Production Referral. Metric PO-7-01 is defined as the ratio of Production Referrals resolved within target response intervals to the total number of Production Referrals.

Exclusions:
• Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by Verizon by execution of the test deck, between 6:00 PM on Friday and 9:00 AM on Monday will be treated as received at 9:00 AM Monday. • Failed pre-order and order transactions reported by a CLEC to the Help Desk, or identified by Verizon by execution of the test deck, between 6:00 PM of the business day preceding a holiday and 9:00 AM of the first business day following the holiday will be treated as received at 9:00 AM on the first business day following the holiday.

Performance Standard:
Metric PO-7-01: 95% on-time according to schedule below. **Metrics PO-7-02 through 04:** No standard.
Problem Resolution Timeliness Standard: Measured from time reported by CLEC to the Help Desk or identified by Verizon by execution of the test deck:

Change type	Timeliness standard:
• Pre-Order/Order Transactions failed, with no workaround	48 hours
• Pre-Order/Order Transactions failed, with workaround	10 calendar days

Sub-Metrics	
PO-7-01	**% Software Problem Resolution Timeliness**
Calculation	**Numerator** | **Denominator**

Calculation	Numerator	Denominator
	Number of Production Referrals resolved within timeliness standard.	Total number Production Referrals.

PO-7-02	**Delay Hours – Software Resolution – Change – Transactions failed, no workaround**
Calculation	**Data Value**
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for identified software resolution changes associated with pre-order/order failures with no workaround.
PO-7-03	**Delay Days – Software Resolution – Change – Transactions failed with workaround**
Calculation	**Data Value**
	Number of cumulative delay days (i.e., beyond the 10-calendar day standard) for identified software resolution changes associated with pre-order/order failures with a workaround.
PO-7-04	**Delay Hours – Failed/Rejected Test Deck Transactions – Transactions failed, no workaround**

Calculation	Data Value
	Number of cumulative delay hours (i.e., beyond the 48-hour standard) for software resolution changes associated with pre-order/order failures with no workaround for Test Deck Transactions

Function:		
PO-8 Manual Loop Qualification		
Definition:		
Measures the response time for the provision of loop qualification information when such information is not available through an electronic database.		
Exclusions:		
Weekend and Holiday Hours – Weekend Hours are from 5:00 pm Friday to 8:00 am Monday. Holiday Hours are from 5:00 pm of the business day preceding the holiday to 8:00 am of the first business day following the holiday. These hours are excluded from the elapsed time.		
Performance Standard:		
Metric PO-8-01: 95% within 72 Hours (interim solution); within 48 Hours (permanent solution). **Metric PO-8-02:** 95% within 72 Hours.		
Report Dimensions:		

Company:
    • CLEC Aggregate
    • CLEC Specific
	Geography:
	    • State	

Sub-Metrics		
PO-8-01	**% On-Time – Manual Loop Qualification**	
Calculation	**Numerator**	**Denominator**
	Count of manual loop qualification requests where the time from receipt of request for manual loop qualification to distribution of loop-qualification information is less than or equal to 72 hours.	Number of Manual Loop Qualification transactions.
PO-8-02	**% On-Time – Engineering Record Request**	
Calculation	**Numerator**	**Denominator**
	Count of Engineering Record Requests where the time from receipt of Engineering Record Request to distribution of Engineering Record is less than or equal to 72 hours.	Number of Engineering Record Request transactions.

Note:

This metric is intended to measure the timeliness of provision of manual loop qualification information and Engineering Records where such information and records are provided on a stand-alone basis separate from the LSR process. This metric will be implemented when Verizon, after completion of the applicable change management notice processes, begins to provide manual loop qualification information and Engineering Records on a stand-alone basis separate from the LSR process. Until Verizon begins to provide manual loop qualification information on a stand-alone basis separate from the LSR process, for Metric PO-8-01, Verizon will report performance results measured for the LSR confirmation and reject process (Metrics OR-1 and OR-2) for UNE 2 Wire xDSL Services requiring manual loop qualification.

Ordering (OR)

Function:
OR-1 Order Confirmation Timeliness

Definition:

Resale & UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a valid Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp), or, for the IOF portion of an EEL order, a valid Access Service Request ("ASR"), and distribution of a service order confirmation.

A migration of less than 6 lines, where the lines are part of an account that includes 6 or more lines that must be rearranged, will be treated as an order for 6 or more lines.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the time frames specified in the Performance Standards.

Note: Edit Rejects – Orders failing "Basic front-end edits"[5] are not placed on PON Master File.

Interconnection Trunks:

Order Confirmation Response Time: The amount of elapsed time (in business days) between receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a firm order confirmation. Measures service orders completed between the measured dates.

Average Confirmation Response Time: The mean of all confirmation response times.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the time frames specified in the Performance Standards.

Inbound (Verizon to CLEC) Augment Trunks: For CLECs e-mailing a Trunk Group Service Request ("TGSR"), Verizon will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. For orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

Exclusions:

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[5] Basic front-end edits – see Glossary.

Resale & UNE:

- Verizon Test Orders[6]
- Resent confirmations that are resent for reasons other than Verizon error. (Errors do not include, inter alia, changes in due date and customer availability.)
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- For Flow-Through orders, Service Order Processor ("SOP") scheduled downtime: 11:30 PM to 1:30 AM, each night, and 9:00 PM Saturday to 8:00 AM Sunday. For significant SOP releases, such as NPA splits, these SOP downtimes may be extended. CLECs will be provided advance notice of such extensions in accordance with Verizon Change Management Guidelines.
- CLEC Aggregate excludes Verizon Affiliate data.

Report Dimensions:

Company:	Geography:
- CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	State

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[6] Verizon Test Orders – see Glossary.

Performance Standard: OR-1 Order Confirmation Timeliness		
Metrics OR-1-02, 04, 06, 08, 10, 12, 13 and 19: 95% On Time according to schedule below. **Metrics OR-1-01, 03, 05, 07, 09 and 11:** No standard.		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders*:* *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services)[7] (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[8] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[9] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** CLEC to Verizon Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days Design Layout Record (CLEC to Verizon Interconnection Trunks) • ≤ 192 Forecasted Trunks: 11 Business Days **Faxed/Mailed Orders**: Add 24 Hours to intervals above Inbound (Verizon to CLEC) Augment Trunks: • ≤ 192 Trunks: 10 Business Days • > 192 Trunks: Negotiated Process

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[7] Because 2 Wire xDSL Services have only been recently introduced and are rapidly changing, revisions to the 2 Wire xDSL Services measurements contained in these Guidelines may be needed at a relatively early date. At such time as any party believes that such revisions are necessary, that party may submit them to the Board for its consideration.

[8] Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

[9] Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics		
OR-1-01	**Average Local Service Request Confirmation (LSRC) Time (Flow-Through)[10]**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all LSRs that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of flow through LSRs confirmed for specified product.
OR-1-02	**% On Time LSRC – Flow Through**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs sent where confirmation date and time less submission date and time is less than 2 hours for specified product.	Total number of flow through LSRs confirmed for specified product.

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[10] Verizon will add the following types of orders if they flow-through: 2 Wire Digital Services requiring loop qualification, 2 Wire xDSL Services requiring loop qualification, and Special Services. However, manual intervention is currently required for these services for loop qualification or design.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-03	**Average LSRC Time < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 6 lines electronically submitted, by product group.	Total number of electronic LSRs for less than 6 lines confirmed for specified product.
OR-1-04	**% On Time LSRC < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-Qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for less than 6 lines confirmed for specified product.
OR-1-05	**Average LSRC Time ³ 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**

	Sum of confirmation date and time less order submission date and time for all orders with 6 or more lines electronically submitted, by product group.	Total number of electronic LSRs for 6 or more lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-06	**% On Time LSRC ³ 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of electronic LSRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of electronic LSRs for 6 or more lines confirmed for specified product.
OR-1-07	**Average LSRC Time < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with less than 6 lines submitted by fax, by product group.	Total number of faxed LSRs for less than 6 lines confirmed for specified product.
OR-1-08	**% On Time LSRC < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3)
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs for less than 6 lines, sent where confirmation date and time less submission date and time is less than standard for specified product.	Total number of faxed LSRs for less than 6 lines confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-09	**Average LSRC Time ∌ 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Sum of confirmation date and time less order submission date and time for all orders with 6 or more lines submitted by fax, by product group.	Total number of faxed LSRs for 6 or more lines confirmed for specified product.
OR-1-10	**% On Time LSRC ∌ 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	**Numerator**	**Denominator**
	Number of faxed LSRCs for 6 or more lines, sent where confirmation date and time less submission date and time is less than standard for specified product	Total number of faxed LSRs for 6 or more lines confirmed for specified product.
OR-1-11	**Average Firm Order Confirmation (FOC) Time**	
Products	Trunks: • CLEC to Verizon Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Sum of order confirmation date and time less submission date and time for trunk orders.	Count of orders confirmed with 192 or fewer trunks that are not designated projects.[11]
OR-1-12	**% On Time FOC**	
Products	Trunks: • CLEC to Verizon Trunks (≤ 192 Forecasted Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of orders confirmed within 10 Business days	Count of orders confirmed with 192 or fewer trunks that are not designated projects.

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[11] Projects—see Glossary.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-13	**% On Time Design Layout Record (DLR)**	
Products	Trunks: • CLEC to Verizon Trunks	
Calculation	**Numerator**	**Denominator**
	Count of design layout records completed on or before DLRD date in TIRKS	Count of Design Layout Records Completed
OR-1-14-18	Omitted. Not applicable to New Jersey.	
OR-1-19	**% On Time Response Request for Inbound (Verizon to CLEC) Augment Trunks**	
Products	• Verizon Trunks (≤ 192 Trunks) • Verizon Trunks (>192 Trunks)	
Calculation	**Numerator**	**Denominator**
	Count of requests for Inbound (Verizon to CLEC) Augment Trunks submitted via e-mail TGSR where response is provided within standard.	Count of requests for Inbound (Verizon to CLEC) Augment Trunks submitted via e-mail TGSR.

Function:
OR-2 Reject Timeliness

Definition:

Resale and UNE

> *Reject Response Time:*
> The amount of elapsed time (in hours and minutes {as a percentage of an hour}) between receipt of a Local Service Request ("LSR") (EDI, Web GUI or fax date and time stamp) and distribution of a service order reject or query (a "Reject").

> *Average Reject Response Time:*
> The mean of all reject response times associated with a product group.

> *Percent of Orders Rejected On Time:*
> The percentage of orders rejected within the time frames specified in the Performance Standards.

> Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on PON Master File.

Interconnection Trunks:

> *Reject Response Time:* The amount of elapsed time (in business days) between receipt of an Access Service Request ("ASR") (received date restarted for each supplement) and distribution of a reject or query (a "Reject").

> *Average Reject Response Time:* The mean of all reject response times.

> *Percent of Orders Rejected On Time:* The percentage of orders rejected within the time frames specified in the Performance Standards.

Exclusions:

- Verizon Test Orders
- Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject.
- Weekend and Holiday Hours (Other than Flow-Through) – Weekend Hours are from 6:00 PM Friday to 8:00 AM Monday. Holiday Hours are from 6:00 PM of the business day preceding the holiday to 8:00 AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-Flow-Through requests.
- For Flow-Through orders, Service Order Processor ("SOP") scheduled downtime: 11:30 PM to 1:30 AM, each night, and 9:00 PM Saturday to 8:00 AM Sunday. For significant SOP releases, such as NPA splits, these SOP downtimes may be extended. CLECs will be provided advance notice of such extensions in accordance with Verizon Change Management Guidelines.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:		
Metrics OR-2-02, 04, 06, 08, 10 and 12: 95% On Time according to schedule below. **Metrics OR-2-01, 03, 05, 07, 09 and 11:** No standard.		
Resale:	UNE:	Interconnection Trunks (CLEC to Verizon):
Electronically Submitted Orders: *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Services) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[12] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** *POTS/Pre-Qualified Complex (combined data):* • Flow-Through Orders: 2 Hours • Orders with < 6 Lines: 24 Hours • Orders with ≥ 6 Lines: 72 Hours *Complex (2 Wire Digital Services, 2 Wire xDSL Loops, and 2 Wire xDSL Lines Sharing) (requiring loop qualification):* • Orders with < 6 Lines: 72 Hours • Orders with ≥ 6 Lines: 72 Hours *Special Services:* • Orders with < 6 Lines: 48 Hours • Orders with ≥ 6 Lines: 72 Hours[13] **Faxed/Mailed Orders**: Add 24 Hours to intervals above	**Electronically Submitted Orders:** CLEC to Verizon Interconnection Trunks: • ≤ 192 Forecasted Trunks: 10 Business Days **Faxed/Mailed Orders**: Add 24 Hours to intervals above
Report Dimensions:		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State	

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[12] Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

[13] Also includes orders requiring facility verification as specified in the Verizon Product Interval Guide, and all DS0, DS1 and DS3.

Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	**Average Local Service Request (LSR) Reject - Time (Flow-Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Sum of reject date and time less order submission date and time for all orders that flow through to service order processor without manual intervention (no typing into SOP) for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-02	**% On Time LSR Reject – Flow Through**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data)	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform
Calculation	**Numerator**	**Denominator**
	Number of electronic rejects sent where reject date and time less submission date and time is less than 2 hours for specified product.	Total number of Flow-Through LSRs rejected for specified product.
OR-2-03	**Average LSR Reject Time < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for less than 6 lines for specified product.	Total number of LSRs electronically submitted for less than 6 lines rejected for specified product.
OR-2-04	**% On Time LSR Reject < 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator

	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with less than 6 lines for specified product.	Total number of LSRs electronically submitted for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-05	**Average LSR Reject Time ³ 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are electronically submitted for 6 or more lines for specified product.	Total number of LSRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-06	**% On Time LSR Reject ³ 6 Lines (Electronic – No Flow Through)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	*UNE:* • POTS Loop/Pre-Qualified Complex/LNP (combined data) • POTS—Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Loops (requiring loop qualification) • 2 Wire xDSL Line Sharing (requiring loop qualification) • Specials
Calculation	Numerator	
	Number of electronic rejects sent where reject date and time less submission date and time is within standard for orders with 6 or more lines for specified product.	Total number of LSRs electronically submitted for 6 or more lines rejected for specified product.
OR-2-07	**Average LSR Reject Time < 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for less than 6 lines for specified product.	Total number of LSRs submitted by fax for less than 6 lines rejected for specified product.

OR-2-08	% On Time LSR Reject < 6 Lines (Fax)	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for orders with less than 6 lines for specified product.	Total number of LSRs submitted by fax for less than 6 lines rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-09	**Average LSR Reject Time ³ 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time less order submission date and time for all rejected LSRs that are submitted by fax for 6 or more lines for specified product.	Total number of LSRs submitted by fax for 6 or more lines rejected for specified product.
OR-2-10	**% On Time LSR Reject ³ 6 Lines (Fax)**	
Products	*Resale:* • POTS/Pre-qualified Complex (combined data) • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials	UNE: • POTS Loop/Pre-qualified Complex/LNP (combined data) • POTS-Platform • 2 Wire Digital Services (requiring loop qualification) • 2 Wire xDSL Services (requiring loop qualification) • Specials
Calculation	Numerator	Denominator
	Number of faxed rejects sent where reject date and time less submission date and time is within standard for orders with 6 or more lines for specified product.	Total number of LSRs submitted by fax for 6 or more lines rejected for specified product.
OR-2-11	**Average Trunk ASR Reject Time**	
Products	Trunks: • CLEC to Verizon Trunks	
Calculation	Numerator	Denominator
	Sum of reject date less submission date for rejected Access Service Requests for trunk orders with 192 or less forecasted trunks.	Count of rejected trunk orders for 192 or less forecasted trunks.
OR-2-12	**% On Time Trunk ASR Reject**	
Products	Trunks: • CLEC to Verizon Trunks	
Calculation	Numerator	Denominator
	Count of rejected trunk orders that meet reject trunk standard (10 Business days).	Count of rejected trunk orders for 192 or less forecasted trunks.

Function:	
OR-3 Percent Rejects	

Definition:
Percent Rejects: The percentage of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. (Orders that are queried are considered rejected.) Orders are rejected due to omission of or error in required order information.
The percent reject measure is reported against all order transactions processed in EDI and Web GUI, not just those with associated CRIS completions.
Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on PON Master File.

Exclusions:
• Verizon Test Orders
• CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
No standard.

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

Sub-Metrics		
OR-3-01	**% Rejects**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR[14] transactions.	Total number of LSR/ASR[15] records with unique PONs for specified product.

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[14] Local Service Request/Access Service Request
[15] Local Service Request/Access Service Request

Function:
OR-4 Timeliness of Completion Notification

Definition:

Resale & UNE:

Completion Notification Response Time:
For Metrics OR-4-01 and 02, the elapsed time between the actual order completion in the billing system and the distribution of the order completion notification. For Metrics OR-4-04 and 05, the elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the order completion notification. If multiple orders have been generated from a single CLEC request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Under Verizon's current process, for UNE (except Hot Cut loop) and Resale orders received via EDI or Web GUI, completion notifications are delivered electronically via the same interface. For UNE Hot Cut loop orders, the measurement is taken from completion of the physical cutover work to when a telephone call is placed by Verizon to the CLEC notifying the CLEC of completion of the physical cutover work.

Average Completion Notification Response Time For Resale and UNE (Metrics OR-4-01 and 04):
The mean of all completion notification response times associated with a product group.

Percent On Time (Metrics OR-4-02 and 05):
The percentage of completion notifications sent within the timeframes specified in the Performance Standards.

Metrics OR-4-09, 10 and 11: Applies to orders submitted via EDI. A completion notice will be deemed to have been sent by Verizon through EDI when the completion notice is time-stamped in Verizon's NetLINK system as having been sent (following translation and encryption of the completion notice).

Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on PON Master File.

Exclusions:

- Verizon Test Orders
- When the order completion time cannot be determined, the order is excluded from the measurements.
- Metrics OR-4-09, 10 and 11:
  - Orders submitted through Web GUI Interface.
  - Orders not submitted electronically.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Metric OR-4-01, 04 and 08: No standard.

Metric OR-4-02: 97% by next business day at noon. [16]

Metric OR-4-05: 95% by next business day at noon. [17]

Metrics OR-4-06 and 07: Parity with Verizon Retail.

Metric OR-4-09: 95% within 3 business days of SOP completion.

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[16] As used in this sentence, "business day" includes Saturday, unless Saturday is a holiday.
[17] As used in this sentence, "business day" includes Saturday, unless Saturday is a holiday.

Metric OR-4-10: 95% within 2 business days of SOP completion.
Metric OR-04-11: Not more than 5%.

Report Dimensions

Company:	Geography:
• Verizon Retail (Metrics OR-4-06, 07 and 08) • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics

OR-4-01	**Completion Notice – Average Response Time**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of notification date and time less CRIS bill completion date and time.	Total number of completion notices for specified product.
OR-4-02	**Completion Notice – % On Time**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of completion notices where notice occurs on or before noon the business day after bill completion.	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-03	**Intentionally omitted**	
Products		
Calculation	Numerator	Denominator
OR-4-04	**Work Completion Notice – Average Response Time**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of notification date and time less SOP completion date and time for specified product.	Total number of SOP completion notices for specified product.
OR-4-05	**Work Completion Notice – % On Time**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of SOP completion notices where notice occurs on or before noon the business day after SOP completion for specified product.	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.

OR-4-06	**Average Duration – Work Completion (SOP) to Bill Completion**		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Sum of date and time for Bill completion less date and time for SOP completion.		Number of orders with SOP and Bill Completions.
OR-4-07	**% SOP to Bill Completion $^\le$ 5 Business Days**		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator

	Count of Orders where date and time for Bill completion less date and time for SOP completion is greater than or equal to five business days.	Number of orders with SOP and Bill Completion.

Sub-Metrics (continued) Timeliness of Completion Notification

OR-4-08	**% SOP to Bill Completion > 1 Business Day**		
Products	Retail	Resale	UNE
Calculation	Numerator		Denominator
	Count of Orders where date and time for Bill completion less date and time for SOP completion is greater than one business day.		Number of orders with SOP and Bill Completion.

OR-4-09	**% SOP to Bill Completion Within 3 Business Days**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Total number of orders in the Denominator for which billing completion notices are sent within 3 business days of SOP completion.	Number of SOP Completed Orders during the reporting period.

OR-4-10	**% SOP to Provisioning Completion Within 2 Business Days**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Total number of orders in the Denominator for which provisioning completion notices are sent within 2 business days of SOP completion.	Number of SOP Completed Orders during the reporting period.

OR-4-11	**% Orders Completed in SOP Without a BCN and PCN Within 3 Business Days**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Total number of orders in the Denominator for which both no billing completion notice was sent within 3 business days of SOP completion and no provisioning completion notice was sent within 3 business days of SOP completion.	Number of SOP Completed Orders during the reporting period.

Note:

During the first year that these Guidelines are in effect, Verizon will review the feasibility of adopting a shorter time interval for the standard for Metric OR-4-05. No later than one year after these Guidelines become effective, Verizon will report to the Board whether a shorter time interval for the standard for Metric OR-4-05 is feasible. If Verizon believes that a shorter time interval for the standard for Metric OR-4-05 is feasible, it will propose for consideration by the Board a revised time interval.

Verizon will implement Sub-Metrics OR 4-09, 10 and 11 for the August, 2000 reporting period.

Function:		
OR-5 Percent Flow-Through		
Definition:		

Total Flow-Through: The percentage of valid orders received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a Verizon service representative to type an order into the Service Order Processor. This is also known as "ordering" flow-through.

Simple Flow Through: The percentage of valid orders for Basic POTS Services (excludes Centrex) received through the electronic ordering interfaces (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention.

% Flow Through Achieved: The percentage of valid orders received through the electronic ordering interface (EDI, Web GUI) that are designed to flow through that actually do flow through, but excluding those orders that do not flow through due to CLEC errors.

A summary of order types that are designed to Flow-Through for CLECs is included in Appendix G. Orders designed to Flow-Through may also fall out. Non-Flow Through orders include orders where manual intervention is required to ensure that the correct action is taken.
Note: Edit Rejects – Orders failing "Basic front-end edits" are not placed on PON Master File.

Exclusions:

- Verizon Test Orders
- Orders that are not submitted through a Verizon electronic ordering interface (e.g., orders submitted by U.S. Mail, private delivery service, or Fax)
- CLEC Aggregate excludes Verizon Affiliate data.

Metric OR-5-03:
- Orders not eligible to flow through
- Orders with CLEC input errors in violation of published business rules

Performance Standard:

OR-5-01 and 02: No Standard.
OR-5-03: 95%.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State

Sub-Metrics

OR-5-01	% Flow Through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through for specified product.	Total number of LSR/ASR[18] records (orders) for specified product.
OR-5-02	% Flow Through – Simple	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow through for specified product (less CENTREX, Complex and Specials).	Total number of LSR/ASR[19] records (orders) for specified product (less CENTREX, Complex and Specials).
OR-5-03	% Flow Through Achieved	
Products	Resale	UNE

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[18] Local Service Request/Access Service Request
[19] Local Service Request/Access Service Request

Calculation	Numerator	Denominator
	Count of flow through eligible orders that flow through for specified product.	Count of flow through eligible orders for specified product.

Function:
OR-6 Order Accuracy

Definition:
Order accuracy is defined as the percentage of orders completed as ordered by the CLEC. Two dimensions will be measured. The first is a measure of orders without Verizon errors (Metric OR-6-01). The second measure is focused on the percentage of fields that are populated correctly (Metric OR-6-02). Local Service Request Confirmation ("LSRC") accuracy is also measured. (Metric OR-6-03).

Methodology:
Order Accuracy: Verizon will use a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each Business day for Resale and UNE, respectively) will be pulled. Verizon will compare required fields on the latest version of the LSR to the completed Verizon service order(s).[20] The fields that will be reviewed by Verizon will include, but not be limited to: - Billed Telephone Number   - RSID or AECN   - PON Number   - Telephone Number (if applicable, required for resold POTS, Platform and LNP/INP)   - Ported TN (if applicable, required for LNP/INP)   - Circuit ID (if applicable, required for Specials and loops)   - Directory Listing Information (if included)   - E911 Listing Information (if changing and appropriate)   - Features (for Resale, UNE-P and Switching orders)   - Application Date   - Due Date   - Remarks (if applicable)

Exclusions:
- Orders that are entered by the CLEC and flow through.   - Orders that are submitted via fax, when electronic capability is available.   - CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
Metric OR-6-01: 95% of orders without Verizon errors. **Metrics OR-6-02:** No standard. (Covered by Metric OR-6-01.) **Metric OR-6-03:** Not more than 5% of LSRCs resent due to Verizon error.

Report Dimensions	
Company: CLEC Aggregate	Geography: State

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[20] Verizon will correct service order errors discovered by it in performing measurements under this Metric OR-6. Verizon will notify the applicable CLEC of such a correction.

Sub-Metrics		
OR-6-01	**% Accuracy - Orders**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Orders Sampled less Orders with Verizon Errors for specified product.	Count of Orders Sampled for specified product.
OR-6-02	**% Accuracy – Opportunities**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of Fields Sampled less fields with Verizon errors for specified product.	Count of fields sampled for specified product.
OR-6-03	**% Accuracy – Local Service Request Confirmation**	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Count of LSRCs resent due to Verizon error	Count of LSRCs

Function:	
OR-7 % Order Confirmation/Rejects Sent Within 3 Business Days	

Definition:

The percent of LSRs confirmed or rejected by Verizon within 3 business days of receipt as a percent of total LSRs received.

An LSR will be deemed to have been received by Verizon through EDI if the LSR is received by Verizon's NetLINK system (prior to decryption, parsing and translation of the LSR). The time stamp for receipt of the LSR will be applied after decryption, parsing and translation of the LSR. If processing of the LSR is delayed in Verizon's NetLINK system prior to application of the time stamp for receipt of the LSR and the LSR is "re-flowed" by Verizon, Verizon will adjust the time stamp to show the time when, in the absence of the delay, the time stamp would have been applied.

An LSR confirmation or reject will be deemed to have been sent by Verizon through EDI when the confirmation or reject is sent by Verizon's NetLINK system (following translation and encryption of the confirmation or reject).

Applies to orders submitted via EDI.

Note: This is a measure of completeness not timeliness.
Source: Master PON File.

Exclusions:

- An LSR that is cancelled prior to confirmation or rejection, if the CLEC's cancellation notice was received by Verizon within three (3) business days after Verizon's receipt of the LSR. .
- LSRs that were supplemented prior to confirmation or rejection.
- Edit Rejects (negative 997s) that would not be eligible for confirmation or rejection.
- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.
- CLEC Aggregate excludes Verizon Affiliate data.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State
• CLEC Specific	

Performance Standard

Metric OR-7-01: 95%.

Sub-Metrics

OR-7-01	

Products	Resale	UNE:
		• Platform
		• Loop

Calculation	**Numerator**	**Denominator**
	Total LSR confirmations plus rejections sent within 3 business days of LSR submission.	Total LSRs received during the reporting period.

Function:	
OR-8 Acknowledgement Timeliness	

Definition:	

Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An LSR will be deemed to have been received by Verizon through EDI when the LSR is received by Verizon's NetLINK system (prior to decryption, parsing and translation of the LSR). An acknowledgement will be deemed to have been sent by Verizon through EDI when the acknowledgement is sent by Verizon's NetLINK system (following translation and encryption of the acknowledgment). An electronic acknowledgement indicates that the file has met basic edits with valid and complete data and will be processed by Verizon. Applies to orders submitted via EDI.

Exclusions

- Orders submitted through Web GUI Interface.
- Orders not submitted electronically.
- CLEC Aggregate excludes Verizon Affiliate data.

Report Dimensions	
Company:	Geography:
• CLEC Aggregate	• State
• CLEC Specific	

Performance Standard
Metric OR-8-01: 95% within 2 hours.

Sub-Metrics		
OR-8-01	**% Acknowledgements on Time**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgments sent within 2 hours of LSR receipt.	Total number of LSR acknowledgements.

Function:		
OR-9 Order Acknowledgement Completeness		

Definition:
Order Acknowledgment Completeness: The number of LSR acknowledgments sent the same day as the LSR is received as a percent of total LSRs received. Both positive and negative acknowledgements are included in the measurement. An LSR will be deemed to have been received by Verizon through EDI when the LSR is received by Verizon's NetLINK system (prior to decryption, parsing and translation of the LSR). The acknowledgement will be deemed to have been sent by Verizon through EDI when the acknowledgement is sent by Verizon's NetLINK system (following translation and encryption of the acknowledgment). Applies to orders submitted via EDI. LSRs received after 10:00 pm Eastern Time are considered received the next day.

Exclusions:
• Orders submitted through Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files.[21] • Acknowledgements in unreadable files reported to Verizon by CLECs.[22] • CLEC Aggregate excludes Verizon Affiliate data.

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific	Geography: • State

Performance Standard
Metric OR-9-01: 99%.

Sub-Metrics		
OR-9-01	**% Acknowledgement Completeness**	
Products	Resale	UNE
Calculation	**Numerator**	**Denominator**
	Number of LSR acknowledgments sent the same day as LSR received.	Total number of LSRs received in the calendar month reporting period.

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[21] Verizon will retain unreadable files for a period of at least three (3) years.
[22] Unreadable files reported to Verizon by a CLEC will be retained by the CLEC for a period of at least three (3) years.

Provisioning (PR)

Function:
PR-1 Average Interval Offered

Definition:

<u>POTS, Complex, and Specials</u>: "Average Interval Offered" is also known as the "average appointed interval". The average number of business days between order application date and committed due date (appointment date). The application date is the date that a valid service request is received.

All orders received after the "cut-off" time shown in the Verizon Product Interval Guide[23] are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a Verizon Retail order for the analogous Verizon Retail service.
Complex Orders include: Two wire digital services (Basic Rate ISDN) and Two Wire xDSL services.

<u>Specials</u> Orders include: All Designed circuits, 4 wire circuits (including Primary Rate ISDN and 4 wire xDSL services), all DS0, DS1 and DS3 circuits. EEL and IOF will be reported separately.

<u>Trunks</u>: The average number of business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and due date committed to on firm order confirmation.

Exclusions:

- Verizon Test Orders.
- Orders where customers request a due date that is greater than or less than the standard available appointment interval
- Verizon Administrative orders.[24]
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments (pages or sections on individual orders) on orders (parts of a whole order are included in the whole).
- Suspend for non-payment and associated restore orders.[25]
- For 2 Wire Digital Services and 2 Wire xDSL Services:
    - Orders requiring manual loop qualification.[26]
- Except for Metric PR-1-12, disconnects.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Metrics PR-1-01 through 09 and Metric PR-1-12 (except PR-1-01 and 02, UNE 2 Wire xDSL Loops):
Parity with Verizon Retail.[27]

Metrics PR-1-01 and 02, UNE 2 Wire xDSL Loops: No standard. The published interval for an order for one (1) to five (5) pre-qualified UNE 2 Wire xDSL Loops is six (6) business days.[28]

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[23] See Verizon web site: http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.hmtl#handbooks
[24] Verizon Administrative Orders – See Glossary
[25] See Glossary.
[26] Orders requiring manual loop qualification have an R populated in the required field of the LSR (indicating that manual loop qualification is required).
[27] For Provisioning and Maintenance metrics, except as otherwise expressly stated in the Performance Standard section for a metric, (a) where the Performance Standard for UNE 2 Wire xDSL Loops is "Parity with Verizon Retail," Verizon's performance to CLECs for UNE 2 Wire xDSL Loops will be compared to the better of Verizon's performance for Retail 2 Wire xDSL Services or Verizon's data affiliate, and (b) where the Performance Standard for UNE 2 Wire xDSL Line Sharing is "Parity with Verizon Retail," Verizon's performance to CLECs for UNE 2 Wire xDSL Line Sharing will be compared to the better of Verizon's performance for Retail 2 Wire xDSL Services or Verizon's data affiliate.

Report Dimensions	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen • Specials, IOF and EEL: State • Trunks: State

For Provisioning and Maintenance metrics where the Performance Standard for UNE 2 Wire xDSL Loops is the better of "Parity with Verizon Retail" or Verizon's data affiliate and Verizon's performance to CLECs for UNE 2 Wire xDSL Loops is compared to the better of Verizon's performance for Retail 2 Wire xDSL Services or Verizon's data affiliate, if in accordance with the FCC's order approving the Bell Atlantic-GTE merger, Verizon ceases to provide Retail 2 Wire xDSL Services, following such cessation, Verizon's performance to CLECs for UNE 2 Wire xDSL Loops will be compared to Verizon's performance to Verizon's data affiliate for UNE 2 Wire xDSL Loops and the Performance Standard will be "Parity with Verizon's data affiliate." For Provisioning and Maintenance metrics where the Performance Standard for UNE 2 Wire xDSL Line Sharing is "Parity with Verizon Retail" and Verizon's performance to CLECs for UNE 2 Wire xDSL Line Sharing is compared to the better of Verizon's performance for Retail 2 Wire xDSL Services or Verizon's data affiliate, if in accordance with the FCC's order approving the Bell Atlantic-GTE merger, Verizon ceases to provide Retail 2 Wire xDSL Services, following such cessation, Verizon's performance to CLECs for UNE 2 Wire xDSL Line Sharing will be compared to Verizon's performance to Verizon's data affiliate for UNE 2 Wire xDSL Line Sharing and the Performance Standard will be "Parity with Verizon's data affiliate." Whether Verizon has met the "Parity with Verizon's data affiliate" standard will be determined in accordance with the statistical methodologies set out in Appendix J.

[28] The most current interval information may be found in the Product Interval Guide on the Verizon website at: http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.hmtl#handbooks.

Sub-Metrics – PR-1 Average Interval Offered			
PR-1-01	**Average Interval Offered – Total No Dispatch**		
Products	*Retail:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders without an outside dispatch in Product Groups		Count of Orders without an outside dispatch in Product Groups
PR-1-02	**Average Interval Offered – Total Dispatch**		
Products	*Retail:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Orders with an outside dispatch in Product Groups.		Count of Orders with an outside dispatch in Product Groups.
PR-1-03	**Average Interval Offered – Dispatch (1-5 Lines)**		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 1 to 5 lines.
PR-1-04	**Average Interval Offered – Dispatch (6-9 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 6 to 9 lines.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-05	**Average Interval Offered – Dispatch (³ 10 Lines)**	
Products	*Retail:* • POTS – Total	*Resale:* • POTS – Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of committed due date less application date for POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.		Count of POTS Orders with an outside dispatch in Product Groups for orders with 10 or more lines.
PR-1-06	**Average Interval Offered – DS0**	
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Special Services orders for DS0 services.		Count of Special Services orders for DS0 services.
PR-1-07	**Average Interval Offered – DS1**	
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Special Services orders for DS1 services.		Count of Special Services orders for DS1 services.
PR-1-08	**Average Interval Offered – DS3**	
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for Special Services orders for DS3 services.		Count of Special Services orders for DS3 services.
PR-1-09	**Average Interval Offered – Total**	
Products	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks ($\leq$ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to Verizon Trunks: • Interconnection Trunks ($\leq$ 192 Forecasted Trunks) • Interconnection Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	Numerator		Denominator
	Sum of committed due date less application date for product group orders.		Count of orders for product group.

Sub-Metrics – PR-1 Average Interval Offered (continued)		
PR-1-12	**Average Interval Offered – Disconnects**	
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	Numerator		Denominator
	Sum of committed due date less application date for product group disconnect (D & F) orders.		Count of orders for product group.

Function:
PR-2 Average Interval Completed

Definition:

POTS, Complex, and Specials: The average number of business days between order application date and completion date. The application date is the date that a valid service request is received.

All orders received after the "cut-off" time shown in the Verizon Product Interval Guide[29] are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a Verizon Retail order for the analogous Verizon Retail service. Orders sent by fax are considered received 24 hours later.

Coordinated Cut-over (Hot Cut) Loop orders are considered complete upon acceptance by CLEC. However, if a CLEC is not ready on the due date to test and accept, Verizon will complete the order. (Any problems with the loop subsequent to this completion should be entered into RETAS as a trouble. If the trouble cannot be entered, due to order processing, the CLEC should call into the Verizon center (RCCC) where the trouble will be tracked. CLECs should provide serial number to Verizon at turn-up for documentation.)

Trunks: The average amount of time in business days between date of receipt of a valid Access Service Request ("ASR") (received date restarted for each supplement) (application date) and date order is completed and customer is notified. Measures service orders completed between the measured dates.

Exclusions:

- Verizon Test Orders
- Orders where customers request a due date that is greater than or less than the standard available appointment interval
- Verizon Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Trunks: Excludes projects, reciprocal trunks from Verizon to the CLEC, and new connect orders for CLECs initially establishing service in a Verizon central office.
- For 2 Wire Digital Services and 2 Wire xDSL Services:
  - Orders requiring manual loop qualification. [30]
- Except for Metric PR-2-18, Disconnects.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Metrics PR-2-01 through 11 (except PR-2-01 and 02, UNE 2 Wire xDSL Loops, and PR-2-09, UNE IOF and EEL): Parity with Verizon Retail.

Metrics PR-2-01 and 02, UNE 2 Wire xDSL Loops: No standard. The published interval for an order for one (1) to five (5) pre-qualified UNE 2 Wire xDSL Loops is six (6) business days.[31]

Metric PR-2-09, UNE IOF and EEL: Not greater than applicable interval stated in Verizon Product Interval Guide.[32]

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[29] See Verizon web site: http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.hmtl#handbooks
[30] 2 Wire xDSL Services orders that require manual loop qualification have an "R" populated in the "Required" field of the LSR (indicating that manual loop qualification is required).

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[31]The most current interval information may be found in the Product Interval Guide on the Verizon website at: http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.hmtl#handbooks.

[32] The Verizon Product Interval Guide is set out on Verizon's Web Page at http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.hmtl#handbooks.

Report Dimensions	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen • Specials, IOF and EEL: State • Trunks: State

Sub-Metrics – PR-2 Average Interval Completed

PR-2-01	Average Interval Completed – Total No Dispatch		
Products	*Retail:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • POTS: Residence • POTS: Business • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*UNE:* • POTS – Hot Cut Loop • POTS – Platform • POTS - Other (UNE Switch & INP, combined data) • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Orders without an outside dispatch in Product Groups		Count of orders for Orders without an outside dispatch in Product Groups

PR-2-02	Average Interval Completed – Total Dispatch		
Products	*Retail:* • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	*Resale:* • • 2 Wire Digital Services2 Wire xDSL Services • Specials	*UNE:* • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Orders with an outside dispatch in Product Groups.		Count of orders for Orders with an outside dispatch in Product Groups.

PR-2-03	Average Interval Completed – Dispatch (1-5 Lines)		
Products	*Retail:* • POTS: Residence • POTS: Business	*Resale:* • POTS: Residence • POTS: Business	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of completion date less application date for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 1 to 5 lines with an outside dispatch in Product Groups.

PR-2-04	Average Interval Completed - Dispatch (6-9 Lines)		
Products	*Retail:* • POTS – Total	*Resale:* • POTS - Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator

	Sum of completion date less application date for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.	Count of orders for POTS Orders with 6 to 9 lines with an outside dispatch in Product Groups.

Sub-Metrics – PR-2 Average Interval Completed (continued)			
PR-2-05	**Average Interval Completed - Dispatch (³ 10 Lines)**		
Products	*Retail:* • POTS – Total	*Resale:* • POTS - Total	*UNE:* • POTS – Platform • POTS – Loop
Calculation	Numerator		Denominator
	Sum of completion date less application date for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.		Count of orders for POTS Orders with 10 or more lines with an outside dispatch in Product Groups.
PR-2-06	**Average Interval Completed – DS0**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Special Services DS0 Orders.		Count of orders for Special Services DS0 Orders.
PR-2-07	**Average Interval Completed – DS1**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Special Services DS1 Orders.		Count of orders for Special Services DS1 Orders.
PR-2-08	**Average Interval Completed – DS3**		
Products	*Retail:* • Specials	*Resale:* • Specials	*UNE:* • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for Special Services DS3 Orders.		Count of orders for Special Services DS3 Orders.
PR-2-09	**Average Interval Completed – Total**		
Products	*UNE:* • IOF • EEL	Retail Trunks: • IXC FG D Trunks (≤ 192 Forecasted Trunks) • IXC FGD Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)	CLEC to Verizon Trunks: • Interconnection Trunks (≤ 192 Forecasted Trunks) • Interconnection Trunks (> 192 Forecasted Trunks and Unforecasted Trunks)
Calculation	Numerator		Denominator
	Sum of completion date less application date for orders within product groups.		Count of orders for orders within product groups.
PR-2-18	**Average Interval Completed – Disconnects**		
Products	*Retail:* • POTS (incl. Complex) • Specials	*Resale:* • POTS (incl. Complex) • Specials	*UNE:* • POTS (incl. Complex) • Specials
Calculation	Numerator		Denominator
	Sum of completion date less application date for product group disconnect (D&F) orders.		Count of disconnect orders for product group.

Function:	
PR-3 Completed within Specified Number of Days (1-5 Lines)	

Definition:
For orders with 5 or fewer lines, the percent of orders completed in specified number (by metric) of business days, between application and work completion dates. The application date is the date (day 0) that a valid service request is received.

All orders received after the "cut-off" time shown in the Verizon Product Interval Guide[33] are considered received the next business day at 8:00 AM. The "cut-off" time for a CLEC order for a service will be the same as the "cut-off" time for a Verizon Retail order for the analogous Verizon Retail service.

Exclusions:

- Verizon Test Orders.
- Disconnect Orders.
- Orders where customers request a due date that is greater than or less than the standard available appointment interval.
- Verizon Administrative orders.
- Orders with invalid intervals (Negative Intervals or intervals over 200 business days – indicative of typographical error).
- Additional Segments on orders (parts of a whole order are included in the whole).
- Orders that are not complete. (Orders are included in the month that they are complete).
- Suspend for non-payment and associated restore orders.
- Orders completed late due to any end user or CLEC caused delay.
- Coordinated cutover Unbundled Network Elements such as loops or number portability orders.
- For 2 Wire Digital Services and 2 Wire xDSL Services:
  - Orders requiring manual loop qualification.[34] (This exclusion does not apply to PR-3-11.)
  - Orders missed due to facility reasons.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
Resale: Parity with Verizon Retail. UNE (except 2 Wire xDSL Loops): Parity with Verizon Retail. Metrics PR-3-10 and 11, UNE 2 Wire xDSL Loops: 95%

Report Dimensions	
Company: - Verizon Retail - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	Geography: POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen

Products (For PR-3-01 through 09 except PR-3-03)	*Retail:* POTS – Total	*Resale:* POTS – Total	*UNE:* POTS – Platform & Other (UNE Switch & INP) (combined data)

Sub-Metrics			
PR-3-01	**% Completed in 1 Day (1-5 Lines No Dispatch)**		
Calculation	Numerator		Denominator

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[33] See Verizon web site: http://www22.verizon.com/wholesale/lsp/bridge/0,2631,4-lib,FF.hmtl#handbooks
[34] 2 Wire xDSL Service orders that require manual loop qualification have an "R" populated in the "Required" field of the LSR (indicating that manual loop qualification is required).

	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-02	**% Completed in 2 Days (1-5 Lines No Dispatch)**	
Calculation	Numerator	Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.	Count of No Dispatch POTS orders with 1 to 5 lines.

Sub-Metrics PR-3 % Completed within Specified Number of Days (1-5 Lines)(continued)			
PR-3-03	**% Completed in 3 Days (1-5 Lines - No Dispatch)**		
Products	*Retail:* • POTS – Total • 2 Wire xDSL Services	*Resale:* • POTS – Total	*UNE:* • POTS – Platform & Other (UNE Switch & INP) • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of No Dispatch orders with 1 to 5 lines where completion date less application date is 3 or fewer days.		Count of No Dispatch orders with 1 to 5 lines.
PR-3-04	**% Completed in 1 Day (1-5 Lines – Dispatch)**		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 1 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-05	**% Completed in 2 Days (1-5 Lines – Dispatch)**		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 2 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-06	**% Completed in 3 Days (1-5 Lines – Dispatch)**		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 3 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-07	**% Completed in 4 Days (1-5 Lines – Total)**		
Calculation	Numerator		Denominator
	Count of POTS orders with 1 to 5 lines where completion date less application date is 4 or fewer days.		Count of POTS orders with 1 to 5 lines.
PR-3-08	**% Completed in 5 Days (1-5 Lines – No Dispatch)**		
Calculation	Numerator		Denominator
	Count of No Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.		Count of No Dispatch POTS orders with 1 to 5 lines.
PR-3-09	**% Completed in 5 Days (1-5 Lines – Dispatch)**		
Calculation	Numerator		Denominator
	Count of Dispatch POTS orders with 1 to 5 lines where completion date less application date is 5 or fewer days.		Count of Dispatch POTS orders with 1 to 5 lines.
PR-3-10	**% Completed in 6 Days (1-5 Lines - Total)**		

Product disaggregation for PR-3-10	*Retail:* • POTS – Total • • 2 Wire Digital Services • 2 Wire xDSL Services	*Resale:* • POTS – Total		*UNE:* • POTS – Platform & Other (UNE Switch & INP) • 2 Wire Digital Svcs. • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator	
	Count of orders (by specified product) with 1 to 5 lines where completion date less application date is 6 or fewer days.		Count of orders (by specified product) with 1 to 5 lines.	
PR-3-11	**% Completed in 9 Days (1-5 Lines – Total)**[35]			
Products	*Retail:* • 2 Wire xDSL Services		*UNE:* • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of orders (by specified product) with 1 to 5 lines where completion date less application date is 9 or fewer days.		Count of orders (by specified product) with 1 to 5 lines.	

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[35] Metric PR-3-11 is an interim performance measure. Verizon will cease to perform measurements for Metric PR-3-11 when the pre-order transaction for manual loop qualification (PO-8) is implemented.

Function:
PR-4 Missed Appointments

Definition:
% Missed Appointment: The percentage of orders completed after the commitment date.

% Missed Appointment – Trunks: The percentage of trunks completed for which there was a missed appointment.

Hot Cut Measurements: Except for Metric PR-4-08, Hot Cut measurements have been transferred to Metric PR-9.

Exclusions:

- Verizon Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments[36] on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- For Metrics other than PR-4-03 and 08, orders not completed on time due to CLEC or end user delay.
- For Metrics PR-4-04 and 14, 2 Wire Digital Services and 2 Wire xDSL Services:
    - Orders missed due to facility reasons.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Metrics PR-4-01, 02, 04, 05, 09, 10 and 11 (except PR-4-02 and 04, UNE 2 Wire xDSL Loops): Parity with Verizon Retail.[37]

Metric PR-4-02, UNE 2 Wire xDSL Loops: Parity with Verizon Retail Specials DS0.

Metric PR-4-04, UNE 2 Wire xDSL Loops: Not more than 5%.

Metric PR-4-06 ("Hot Cuts"): Deleted.

Metric PR-4-07 LNP: 95% on Time.

Metrics PR-4-03 and 08: No standard.
Metric PR-4-14: 95% on Time

Report Dimensions

Company:	Geography:
- Verizon Retail - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	- POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen - Specials, EEL and IOF: State - Trunks: State

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[36] Segments – See Glossary
[37] Retail Comparison for UNE IOF is Retail DS3 and for UNE EEL is Retail DS1.

Sub-Metrics			
PR-4-01	**% Missed Appointment – Verizon – Total**		
Description	The Percent of Orders/Trunks completed after the commitment date due to Verizon reasons.		
Products	Retail: • Specials • DS1 • DS3 • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator
	Count of Orders/Trunks where the Order completion date is greater than the order due date due to Verizon Reasons (CISR_MAC like 'C*') for product group		Count of Orders/Trunks Completed for product group.
PR-4-02	**Average Delay Days – Total**		
Description	For orders/trunks missed due to Verizon reasons, the average number of days between committed due date and actual work completion date.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Special DS0 • Specials • DS1 • DS3 • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator
	Sum of the completion date less due date for Orders/Trunks missed due to Verizon reasons by product group.		Count of Orders/Trunks missed for Verizon reasons, by product group.
PR-4-03	**% Missed Appointment – Customer**		
Description	The Percent of Orders/Trunks completed after the commitment date, due to CLEC or end user delay. (See Appendix B for customer miss codes)		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • DS1 • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • EEL • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator
	Count of Orders/Trunks where the Order completion date is greater than the order due date due to Customer Reasons for product group		Count of Orders/Trunks Completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments			
PR-4-04	**% Missed Appointment – Verizon – Dispatch**		
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • • 2 Wire Digital Services 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop – New • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.		Count of Dispatched Orders Completed for product group.
PR-4-05	**% Missed Appointment – Verizon – No Dispatch**		
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.		Count of No Dispatch Orders Completed for product group.
PR-4-06	**Deleted**		

Sub-Metrics (continued) PR-4 Missed Appointments		
PR-4-07	**% On Time Performance – LNP Only**	
Description	% of all LNP PONs (including the associated retail disconnect orders) where trigger is in place before the frame due time and disconnect is completed on or after the frame due time. For LNP only orders, the percent of LNP (retail disconnect) orders completed in translation on or after date and time on order. Reported in Aggregate. Orders disconnected early are considered not met.	
Products	UNE: • LNP	
Calculation	Numerator	Denominator
	Count of LNP orders, where port trigger is completed before frame due time (as scheduled on order) and retail disconnect is completed on or after committed time frame (manual count).	Count of LNP orders completed. (Manual count)
PR-4-08	**% Missed Appointment – Customer – Due to Late Order Confirmation**	
Description	The Percent of Orders completed after the commitment date, due to CLEC or end user delay, where the reason for customer delay is identified as a late order confirmation.	
Products	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop – Hot Cut • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator	Denominator
	Count of Orders where the Order completion date is greater than the order due date due to Customer Reasons (for late Order Confirmation) for product group	Count of Orders Completed for product group.

Sub-Metrics (continued) PR-4 Missed Appointments				
PR-4-09	**% Missed Appointment – Verizon – Standard Interval (W Coded) Orders –Total**			
Description	The Percent of Orders completed after the commitment date due to Verizon reasons.			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • EEL • IOF • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Orders/Trunks where the Order completion date is greater than the order due date due to Verizon Reasons for product group		Count of Orders/Trunks Completed for product group.	
PR-4-10	**% Missed Appointment – Verizon – Standard Interval (W Coded) Orders – Dispatch**			
Description	The Percent of Dispatched Orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop – New • 2 Wire Digital Services • 2 Wire xDSL Services	
Calculation	Numerator		Denominator	
	Count of Dispatched Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.		Count of Dispatched Orders Completed for product group.	
PR-4-11	**% Missed Appointment – Verizon – Standard Interval (W Coded) Orders – No Dispatch**			
Description	The Percent of No-Dispatch Orders completed after the commitment date, due to Verizon reasons.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS – Other than Platform and Hot Cut • 2 Wire Digital Services • 2 Wire xDSL Services	
Calculation	Numerator		Denominator	
	Count of No Dispatch Orders where the Order completion date is greater than the order due date due to Verizon Reasons for product group.		Count of No Dispatch Orders Completed for product group.	
PR-4-12 and 13	**Omitted. Not applicable to New Jersey.**			
PR-4-14	**% Completed On Time – 2 Wire xDSL Loops**			
Description	% of 2 Wire xDSL Loops completed on time. Complete per Verizon and CLEC. A 2 Wire xDSL Loop order is considered completed on time if: • For CLECs that timely provide serial numbers, the order is completed on the due date and a serial number is provided; or, • For CLECs that do not timely provide serial numbers, Verizon completed the service on the due date.			

Products	UNE:	
	• 2 Wire xDSL Loops	
Calculation	**Numerator**	**Denominator**
	UNE: Count of all orders completed on or before the due date.	UNE: Count of completed orders.

Function:			
PR-5 Facility Missed Orders			

Definition:

<u>% Facility Miss:</u> The percentage of Dispatched Orders completed after the commitment date, where the cause of the delay is lack of Verizon facilities.

<u>% Facility Orders > 15 or 60 Days:</u> The percentage of Dispatched Orders missed for lack of Verizon facilities where the completion date minus the appointment date is greater than 15 or 60 calendar days.

<u>Trunks:</u> The percentage of trunks completed after the commitment date, where the cause of the delay is lack of Verizon facilities.

Exclusions:

- Verizon Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete. (Orders are included in the month that they are complete)
- Suspend for non-payment and associated restore orders.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Parity with Verizon Retail.

Report Dimensions

Company:	Geography:
- Verizon Retail - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	- POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen - Specials: State - Trunks: State

Sub-Metrics

PR-5-01	% Missed Appointment – Verizon – Facilities			
Description	The Percent of Trunks/Dispatched Orders completed after the commitment date, due to lack of Verizon facilities.			
Products	Retail: - POTS 2 Wire Digital Services 2 Wire xDSL Services - Specials - IXC FGD Trunks	Resale: - POTS 2 Wire Digital Services 2 Wire xDSL Services - Specials	UNE: - POTS—Loop - POTS—Platform 2 Wire Digital Services 2 Wire xDSL Loops 2 Wire xDSL Line Sharing - Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Trunks/Dispatched Orders where the Order completion date is greater than the order due date due to Verizon Facility Reasons for product group.		Count of Trunks/Dispatched Orders Completed for product group.	

Sub-Metrics (continued) Facility Missed Orders				
PR-5-02	**% Orders Held for Facilities > 15 Days**			
Description	The Percent of Trunks/Dispatched Orders completed more than 15 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Trunks/Dispatched Orders where the completion date less due date is more than 15 days for Verizon Facility Reasons for product group.		Count of Trunks/Dispatched Orders Completed for product group.	
PR-5-03	**% Orders Held for Facilities > 60 Days**			
Description	The Percent of Trunks/Dispatched Orders completed more than 60 days after the commitment date, due to lack of Verizon facilities.			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Loop • POTS—Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of Trunks/Dispatched Orders where the completion date less due date is more than 60 days for Verizon Facility Reasons for product group		Count of Trunks/Dispatched Orders Completed for product group.	

Function:	
PR-6 Installation Quality	

Definition:

The percentage of lines/circuits/trunks installed where a trouble was reported and found in the Verizon network within 30 days (and within 7 days for POTS services) of order completion. Includes Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5).

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- Also excluded for Metrics PR-6-01 and 02:
  - Customer Premises Equipment ("CPE") troubles.
  - Troubles reported but not found (Found OK/Test OK).
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Metrics PR-6-01 and 02: Parity with Verizon Retail. (For Metric PR-6-01, UNE 2 Wire xDSL Loops, the comparison is to Retail POTS-Dispatch.)**Metric PR-6-03:** No standard.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen • Specials: State • Trunks: State

Sub-Metrics

PR-6-01	**% Installation Troubles reported within 30 Days**			
Description	The percentage of lines/circuits/trunks installed where a trouble was reported and found in the network within 30 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).			
Products	Retail: • POTS • POTS-Dispatch • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS – Loop • POTS – Platform • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within the reporting month.	

Sub-Metrics (continued) Installation Quality	
PR-6-02	**% Installation Troubles reported within 7 Days**
Description	The percentage of lines/circuits/trunks installed where a trouble was reported and found in the network within 7 days of order completion. Includes disposition codes 03 (Drop Wire), 04 (Cable) and 05 (Central Office).

Products	Retail: • POTS	Resale: • POTS	UNE: • POTS – Loop - Total • POTS – Platform

Calculation	Numerator		Denominator
	Count of central office and outside plant loop (disposition code 03, 04 and 05) troubles with installation activity within 7 days of trouble report.		Total Lines with installation activity within the reporting month.

PR-6-03	**% Installation Troubles reported within 30 Days – FOK/TOK/CPE**			
Description	The percentage of lines/circuits/trunks installed where a trouble was reported and was not found in the network within 30 days of order completion. Includes disposition codes 09 (Found OK/Test OK) and 12 (CPE).			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS – Loop • POTS – Other • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks

Calculation	Numerator		Denominator
	Count of Not Found, Test OK and CPE troubles with installation activity within 30 days of trouble report.		Total Lines with installation activity within the reporting month.

Function:		
PR-7 Jeopardy Reports		

Definition:

The percent of orders completed or canceled identified with a jeopardy condition. Jeopardy notices will be posted twice daily on the Verizon Web server for a CLEC to retrieve.

Exclusions:

- Verizon Test Orders
- Disconnect Orders
- Verizon Administrative orders
- Additional Segments on orders (parts of a whole order are included in the whole)
- Orders that are not complete or canceled.
- CLEC Aggregate excludes Verizon Affiliate data.

Report Dimensions

Company:	Geography:
- CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	State

Performance Standard:

95% on time in accordance with the schedule below: [38]

Jeopardy Status Notification:

Timeliness of notice of jeopardy of service order request where miss is known in advance of due date (missed commitment with new date/time)

- Resale and UNE
  - Where the jeopardy condition is due to a lack of Verizon facilities and the jeopardy condition is known to Verizon at least 48 hours before the due date, the jeopardy notice will be given at least 48 hours before the due date.
  - Where the jeopardy condition is due to a Verizon condition other than a lack of facilities and the jeopardy condition is known to Verizon at least 24 hours before the due date, the jeopardy notice will be given at least 24 hours before the due date.
- Interconnection Trunks
  - Where the jeopardy condition is known to Verizon at least two days before the due date, the jeopardy notice will be given at least two days before the due date.

Sub-Metrics

PR-7-01	**% Orders with Jeopardy Status**	
Products	UNE: • EEL	
Calculation	Numerator	Denominator
	Count of EEL orders with jeopardy status	Total EEL orders completed or canceled

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[38] If Verizon adopts a practice of giving Jeopardy Notices to Verizon Retail customers who purchase retail services that are analogous to the services covered by this metric, the standard would be "Parity with Verizon Retail".

Function:
PR-8 Open Orders in a Hold Status

Definition:
This metric measures the number of open orders that at the close of the reporting period have been in a hold status for more than 30 or 90 calendar days, as a percentage of orders completed in the reporting period. An "open order" is a valid order that has not been completed or canceled. Open orders in a "hold status" include: (1) open orders that have passed the originally committed completion date due to Verizon reasons; and, (2) open orders that have not been assigned a completion date due to Verizon reasons. Measurement of the 30 and 90 day intervals for open orders that have passed the originally committed completion date due to Verizon reasons will commence with such passed originally committed completion date (passed originally committed completion date = Day 0). Measurement of the 30 and 90-day intervals for open orders that have not been assigned a completion date due to Verizon reasons will commence with the application date (application date = Day 0).

Exclusions:
- Verizon Test Orders.   - Disconnect Orders.   - Verizon Administrative orders.   - Additional Segments on orders (parts of a whole order are included in the whole).   - Orders that are complete or canceled.   - Suspend for non-payment and associated restore orders.   - Orders that have passed the committed completion date, or whose completion has been delayed, due to CLEC or end user delay.   - Orders that at the request of the CLEC or Verizon Retail customer have not been assigned a completion date.   - CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
Metrics PR-8-01 and 02: Parity with Verizon Retail. (For UNE 2 Wire xDSL Loops, the comparison is to Retail Specials DS0. For UNE EEL, the comparison is to Retail Special DS1. For UNE IOF, the comparison is to Retail Special DS3.)

Report Dimensions	
Company - Verizon Retail - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	Geography - POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen - Specials, EEL and IOF: State - Trunks: State

Sub-Metrics				
PR-8-01	**Open Orders in a Hold Status > 30 Days**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • DS1 • DS3 • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 30 days		Total number of orders completed in the reporting period	
PR-8-02	**Open Orders in a Hold Status > 90 Days**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • DS1 • DS3. • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials • EEL • IOF	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Number of open orders that at the close of the reporting period have been in a hold status for more than 90 days		Total number of orders completed in the reporting period	

Function:
PR-9 Hot Cut Loops

Methodology:

This metric measures the percent on-time performance for UNE Hot Cut Loops. A Hot Cut is considered complete when the following situation occurs:

Work is done at the appointed Frame Due Time (FDT) as noted on the LSRC or the work is done at a time mutually agreed upon by the RCCC/CLEC. The time is either within a prescribed interval as noted in the C2C guidelines, or it is a mutually accepted interval agreed upon by Verizon and the CLEC (e.g., project completes by a certain date).

Note: If Verizon re-institutes the acceptance testing process, the percent on time measure will include the time it takes to complete the acceptance testing.

A Hot Cut is considered **missed** when one of the following occurs:

1. Premature disconnect called into 1-877-HotCuts (otherwise the disconnect would be captured as a Retail trouble).
2. Work was not done (e.g., work was not turned up to CLEC by some means (e-mail, VMS, direct phone call) by close of intervals noted under Met Hot Cuts definition due to a Verizon reason (e.g., HFC, late turn-up, due date pushed out due to Verizon action).

Exclusions:

- Verizon Test Orders.
- Verizon Administrative orders.
- Additional Segments on orders (parts of a whole order are included in the whole).
- If a CLEC cancels an order before the start of a hot cut window and Verizon performs the hot cut, this Verizon error will result in a retail trouble report and need not be reflected elsewhere.
- CLEC Aggregate excludes Verizon Affiliate data.

Metric PR-9-09:
- Hot Cuts where no dial tone was found on the DD-2 test and the CLEC was notified of the problem. Hot Cuts where dial tone was found on the DD-2 test and was not present on the due date.

Performance Standard:

Metric PR-9-01: 95% completed within Cut-Over Window.

      Cut-Over Window: Amount of time from start to completion of physical cut-over of lines:
            1 to 9 lines: 1 Hour
            10 to 49 lines: 2 Hours
            50 to 99 lines: 3 Hours
            100 to 199 lines: 4 Hours
            200 or more lines: 8 Hours
      If IDLC is involved – 4 Hour Window (8AM to 12 Noon or 1PM to 5PM) applies to start time.[39]

Metric PR-9-08 and 09: No Standard.

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[39] Only applicable if Verizon notified the CLEC by 2:30 PM Eastern Time on DD-2 that the service was on IDLC.

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: POTS: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen

Sub-Metrics – Hot Cut Loops		
PR-9-01	**% On Time Performance – Hot Cut**	
Description	% of all UNE Loop Hot Cut (coordinated cut-over) orders completed within cutover window. Start time specified on LSR. For UNE Loops, includes both Loop only and Loop & number portability. Orders disconnected early and orders canceled by the CLEC during or after a Defective Cut are considered not completed within cutover window.	
Products	UNE: • Loop – Hot Cut (Coordinated Cut-over)	
Calculation	**Numerator**	**Denominator**
	Count of Hot Cut (coordinated loop) orders (with or without number portability) completed within commitment window (as scheduled on order) on due date.	Count of hot cut (coordinated loop) orders completed.
PR-9-08	**Average duration of Service Interruption**	
Description	The average repair time (Mean Time to Repair) for troubles called into the 1-877-HOTCUTS line (Installation troubles).	
Calculation	**Numerator**	**Denominator**
	The sum of the trouble clear date and time minus the trouble receipt date and time for Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) days.	Number of Central Office and Loop troubles (disposition codes 03, 04, and 05) for Hot Cut Installation troubles reported within seven (7) days.
PR-9-09	**% Supplemented or Cancelled Orders at Verizon Request**	
Description	Percent of orders supplemented or cancelled by CLEC at the request of Verizon as a percent of total Hot Cut orders.	
Calculation	**Numerator**	**Denominator**
	Count of Hot Cut orders cancelled or supplemented at Verizon Request	Count of Hot Cut orders completed plus cancelled orders

Maintenance and Repair (MR)[40]

Function:	
MR-1 Response Time OSS Maintenance Interface	
Definition:	
"Response time" is defined as the time, in seconds, that elapses from issuance of a query request to receipt of a response by the requesting carrier. Response times will be measured and reported separately for each of the following: Web GUI and Electronic Bonding.	
Exclusions:	
• CLEC complex Create Trouble transactions that cannot be performed by Verizon Retail. • CLEC Aggregate excludes Verizon Affiliate data.	
Methodology:	
For Verizon retail representatives: Actual response times reported by Caseworker. For CLEC representatives: Actual response times reported by RETAS. For "Create Trouble" includes basic Create Trouble transactions.	
Performance Standard:	
Web GUI: Parity with Verizon Retail plus not more than 7 seconds. Electronic Bonding: Parity with Verizon Retail plus not more than 4 seconds.	

Report Dimensions	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

Sub-Metrics		
MR-1-01	**Average Response Time – Create Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Create Trouble transactions.	Number of Create Trouble transactions.
MR-1-02	**Average Response Time – Status Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Status Trouble transactions.	Number of Status Trouble transactions

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[40] Note: Verizon uses two databases to collect maintenance performance data. Coding specified in this section is largely POTS services. Special Services and Trunks coding descriptions are included in Appendix A.

Sub-Metrics (continued) MR-1 Response Time OSS Maintenance Interface		
MR-1-03	**Average Response Time – Modify Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Modify Trouble transactions	Number of Modify Trouble transactions
MR-1-04	**Average Response Time – Request Cancellation of Trouble**	
Calculation	Numerator	Denominator
	Sum of all response times for Request Cancellation of Trouble transactions.	Number of Request Cancellation of Trouble transactions
MR-1-05	**Average Response Time –Trouble Report History (by TN/Circuit)[41]**	
Calculation	Numerator	Denominator
	Sum of all response times for Trouble Report History transactions.	Number of Trouble Report History transactions
MR-1-06	**Average Response Time – Test Trouble (POTS Only)**	
Calculation	Numerator	Denominator
	Sum of all response times for Test Trouble transactions.	Number of Test Trouble transactions

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[41] The Trouble Report History is not presently available through Electronic Bonding.

Function:
MR-2 Trouble Report Rate

Definition:
Report Rate: Total Initial Customer direct or referred Troubles reported, where the trouble disposition was found to be in the Verizon network, per 100 lines/circuits/trunks in service. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). [42]

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending – typically for status or to change or update information. |

Exclusions:
All Metrics:
- Except MR-2-04, Subsequent reports (additional customer calls while the trouble is pending).
- Troubles reported on Verizon official (administrative) lines.
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Verizon Affiliate data.
Also excluded for Metrics MR-2-01, 02, 03 and 04:
- Customer Premises Equipment (CPE) troubles.
- Troubles reported but not found (Found OK and Test OK).
Also excluded for Metrics MR-2-02 and 03 for 2 Wire xDSL Services:
- Installation Troubles

Performance Standard:
Metrics MR-2-01, 02 and 03:
        Parity with Verizon Retail.
        (CLEC Trunks Retail Equivalent = IXC FGD Trunks.)

Metric MR-2-04:
        No standard.

Metric MR-2-05:
No standard.

        (Note: For CLEC troubles, a not found trouble is coded as CPE.) |

Report Dimensions	
Company: - Verizon Retail - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	Geography: - POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen - Specials: State - Trunks: State

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[42] Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

Sub-Metrics – Trouble Report Rate				
MR-2-01	**Network Trouble Report Rate – Total**			
Products	Retail: • Specials • IXC FGD Trunks	Resale: • Specials	UNE: • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
POTS:	Count of all trouble reports with found network troubles (trbl_cd is FAC or CO)		Count of Lines or specials or trunks in service	
MR-2-02	**Network Trouble Report Rate – Loop**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of all loop trouble reports (Disposition Code of 03 and 04)		Count of Lines in service	
MR-2-03	**Network Trouble Report Rate – Central Office**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of all central office trouble Reports (Disposition Code of 05)		Count of Lines in service	
MR-2-04	**% Subsequent Reports**			
Description	Subsequent Reports: Additional customer trouble calls while an existing trouble report is pending (typically for status or to change information)			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Count of subsequent reports (Field and administrative repeaters for disposition codes, 03, 04 and 05.)		Count of Total disposition code 03, 04, and 05 troubles reported (Per MR-2-02 and 03)	

MR-2-05	% CPE/TOK/FOK Trouble Report Rate		
Description	Troubles closed to CPE, Found OK and Test OK as a percent of lines in service.		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials
Calculation	Numerator		Denominator
	Count of all CPE (disposition codes 12 and 13), Test OK and Found OK (disposition codes 07, 08, and 09) troubles		Count of Lines in service

Function:
MR-3 Missed Repair Appointments

Definition:
The percentage of reported Network Troubles not repaired and cleared by the date and time committed. Also referred to as % of customer troubles not resolved within estimate. Appointment intervals vary with force availability in the POTS environment. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). [43]

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

For Submetric MR-3-03:
"CPE" is defined as trouble reports with Disposition Code 12.
"Test OK" ("TOK") and "Found OK" ("FOK") are defined as trouble reports with Disposition Code 09. (Note: For CLEC troubles, a not found trouble is coded as CPE.)

Exclusions:

- Missed appointments where the CLEC or end user causes the missed appointment or required access was not available during appointment interval.
- Subsequent reports (additional customer calls while the trouble is pending).
- Except for MR-3-03, Customer Premises Equipment (CPE) troubles.
- Except for MR-3-03, troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Metrics MR-3-01 and 02:
Parity with Verizon Retail.

Metric MR-3-03:
No standard.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen

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[43] Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

Sub-Metrics			
MR-3-01	**% Missed Repair Appointment – Loop**		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS‑Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of loop troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition codes 0300-0499).		Count of Loop Troubles (disposition codes 03 and 04).
MR-3-02	**% Missed Repair Appointment – Central Office**		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of central office troubles where clear time is greater than commitment time (missed appointments (M=X) for disposition code 05).		Count of Central Office Troubles (disposition code 05).
MR-3-03	**% Missed Repair Appointment — CPE /TOK/FOK**		
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing
Calculation	Numerator		Denominator
	Count of CPE (disposition Codes 12 and 13), Test OK, and Found OK troubles (disposition codes 07, 08, and 09), where clear time is greater than commitment time (missed appointments (M=X))		Count of all CPE (disposition Codes 12 13), Test OK, and Found OK troubles (disposition codes 07, 08, and 09)

Function:
MR-4 Trouble Duration Intervals

Definition:

Metrics MR-4-01 through MR-4-03—Mean Time to Repair (MTTR): For Network Trouble reports for the Verizon Network, the average duration time (measured in hours and minutes {as a percentage of an hour}) from trouble receipt to trouble clearance. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). [44]

"Loop" is defined as Drop Wire troubles (Disposition Code 3) and Cable troubles (Disposition Code 4).
"Central Office" is defined as Central Office troubles (Disposition Code 5).

For POTS and Complex-type services this is measured on a "running clock" ("Run clock") basis.[45] Run clock includes weekends and holidays.
For Special Services-type services and interconnection trunks, this is measured on a "stop clock" basis (i.e., the clock is stopped when CLEC testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access).

Out of Service Intervals: The percent of Network Troubles for the Verizon Network that indicate an out of service condition which was repaired and cleared more than "y" hours after receipt of trouble report. Out of Service (OOS) means that there is no dial tone, the customer cannot call out, or the customer cannot be called. The Out of Service period commences when the trouble is entered into Verizon's designated trouble reporting interface either directly by the CLEC or by a Verizon representative upon notification. Includes weekends and holidays. Network Troubles include Drop Wire troubles (Disposition Code 3), Cable troubles (Disposition Code 4), and Central Office troubles (Disposition Code 5). Note: y" equals hours out of service (2, 4, 12 or 24 hours). For Special Services: OOS is defined as troubles where the trouble completion code indicates that a trouble was found within the Verizon network.

Exclusions:

- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble
- CLEC Aggregate excludes Verizon Affiliate data.

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[44] Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.
[45] "Run clock" is a measure of duration time where no time is excluded. Duration time is calculated comparing the date and time that a trouble is cleared to the date and time that the trouble report was received.

Performance Standard:
Parity with Verizon Retail.

Report Dimensions	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • POTS, Complex, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen • Specials: State • Trunks: State

Sub-Metrics				
MR-4-01	**Mean Time To Repair – Total**			
Products	Retail: • POTS • 2 Wire Digital Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office and loop troubles (disposition code 03, 04 and 05 (Specials and trunks–excludes stop time))		Count of central office and loop troubles (disposition codes 03, 04 and 05.)	
MR-4-02	**Mean Time To Repair – Loop Trouble**			
Products	Retail: • POTS • 2 Wire Digital Services 2 Wire xDSL • Specials	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for loop troubles (disposition code 03 and 04)		Count of loop troubles (disposition codes 03 and 04)	
MR-4-03	**Mean Time To Repair – Central Office Trouble**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing	
Calculation	Numerator		Denominator	
	Sum of Trouble clear date and time less trouble receipt date and time for central office troubles (disposition code 05)		Count of Total central office troubles (disposition code 05)	
MR-4-04	**% Cleared (all troubles) within 24 Hours**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks

Calculation	Numerator	Denominator
	Count of troubles, where the trouble clear date and time less trouble receipt date and time is less than or equal to 24 hours	Count of central office and loop troubles (disposition codes 03, 04 and 05)

Sub-Metrics MR-4 Trouble Duration Intervals (continued)				
MR-4-05	**% Out of Service > 2 Hours**			
Products	Retail: • IXC FGD Trunks		Trunks: • CLEC Trunks	
Calculation	Numerator		Denominator	
	Count of Trunk troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 2 hours		Count of out of service trunk troubles (Loop & CO).	
MR-4-06	**% Out of Service > 4 Hours**			
Products	Retail: • POTS• Specials • IXC FGD Trunks	Resale: • POTS • Specials	UNE: • POTS—Platform • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 4 hours.		Count of out of service troubles (Loop & CO).	
MR-4-07	**% Out of Service > 12 Hours**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	
	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 12 hours.		Count of out of service troubles (Loop & CO).	
MR-4-08	**% Out of Service > 24 Hours**			
Products	Retail: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials • IXC FGD Trunks	Resale: • POTS • 2 Wire Digital Services • 2 Wire xDSL Services • Specials	UNE: • POTS—Platform • POTS—Loop • 2 Wire Digital Services • 2 Wire xDSL Loops • 2 Wire xDSL Line Sharing • Specials	Trunks: • CLEC Trunks
Calculation	Numerator		Denominator	

	Count of troubles out of service, where the trouble clear date and time less trouble receipt date and time is greater than 24 hours.	Count of out of service troubles (Loop & CO).

Function:				
MR-5 Repeat Trouble Reports				

Definition:

The percent of all trouble reports (Disposition Codes 12) cleared that have an additional ("repeat") trouble report within 30 days that is found to be a Verizon network trouble (Disposition Codes 3, 4, or 5). [46] A "repeat" trouble report is defined as a trouble on the same line/circuit/trunk as a previous ("original") trouble report within the last 30 calendar days.

Exclusions:

Excluded from the "original" trouble reports are:
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

Excluded from the "repeat" trouble reports are:
- Subsequent reports (additional customer calls while the trouble is pending)
- Customer Premises Equipment (CPE) troubles
- Troubles reported but not found (Found OK and Test OK).
- Troubles closed due to customer action.
- Troubles reported by Verizon employees in the course of performing preventative maintenance, where no customer has reported a trouble

CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Parity with Verizon Retail.

Report Dimensions

Company:	Geography:
- Verizon Retail - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	- POTS, 2 Wire Digital Services, and 2 Wire xDSL Services: Southern, Eastern Shore, Raritan, Suburban, Hudson-Bergen - Specials: State - Trunks: State

Sub-Metrics

MR-5-01	**% Repeat Reports within 30 Days**			
Products	Retail: - POTS 2 Wire Digital Services 2 Wire xDSL Services - Specials - IXC FGD Trunks	Resale: - POTS 2 Wire Digital Services 2 Wire xDSL Services - Specials	UNE: - POTS—Platform - POTS—Loop 2 Wire Digital Services 2 Wire xDSL Loops 2 Wire xDSL Line Sharing - Specials	Trunks: CLEC Trunks
Calculation	Numerator		Denominator	
	Count of central office and loop troubles that had previous troubles within the last 30 days. (Disposition codes 03/04/05, That Repeated From any Disposition codes 12)		Total central office and loop Found troubles (Disposition codes 03, 04 and 05)	

Network Performance (NP)

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[46] Verizon is now developing the ability to measure Maintenance for Complex services. Measurement of Maintenance performance for Complex services will begin when development of the measurement capability is completed.

Function:	
NP-1 Percent Final Trunk Group Blockage	
Definition:	

The percentage of Final Trunk Groups that exceed the applicable blocking design threshold. Monthly trunk blockage studies are based on a time consistent busy hour. The percentage of Verizon trunk groups exceeding the applicable blocking design threshold will be reported.

Tables specify the blocking threshold (Service Threshold) under which Verizon operates, above which it is statistically probable that the design-blocking standard is not being met and the trunk group requires servicing action. Blocking thresholds are determined based on the design standard for the final trunk group (B.01 or B.005 design standard, as applicable).

Common final trunks carry local traffic between Verizon end offices and Verizon access tandems. Dedicated final trunks carry local traffic from a Verizon access tandem to a CLEC.

A "Trunk Group" is a set of trunks, traffic engineered as a unit for the establishment of connections between switching systems, in which all of the paths are interchangeable.

Exclusions:

Trunks not included:
- IXC Dedicated Trunks
- Dedicated Trunks carrying only IXC traffic
- Common Trunks carrying only IXC traffic

If a blocking cause listed below occurred, the following blocked trunks will be excluded:
- Trunks blocked due to CLEC network failure
- Trunks that actually overflow to a final trunk, but are not designated as an overflow trunk
- Trunks blocked where CLEC completion of an order for augmentation is overdue
- Trunks blocked where CLEC has not responded to or has denied Verizon request for augmentation
- Trunks blocked due to other CLEC trunk network rearrangements

Trunks that block as a result of CLEC failure to timely provide to Verizon accurate forecasts of trunking requirements.[47]

CLEC Aggregate-Dedicated Final Trunks excludes Verizon Affiliate-Dedicated Final Trunks.

Performance Standard:

Metrics NP-1-01, 02 and 03: No standard.
  (Note: Because Common trunks carry both retail and CLEC traffic, there will be parity with Verizon Retail on common trunks.)

Metric NP-1-04 – Dedicated Final Trunks: For individual trunk groups carrying traffic between Verizon and a CLEC, Verizon will provide an explanation (and an action plan if necessary) on individual trunk groups blocking for two months consecutively. An individual trunk group should not be blocked for three consecutive months.

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[47] The trunk forecast methodology shall be set out in the Verizon "CLEC Handbook".

Report Dimensions		
Company: • Verizon Common Final Trunks • CLEC Aggregate – Dedicated Final Trunks • CLEC Specific – Dedicated Final Trunks • Verizon Affiliate Aggregate – Dedicated Final Trunks • Verizon Affiliate Specific – Dedicated Final Trunks		Geography: • State
Products	Retail: • Verizon Common Final (Local) Trunks	Trunks: • Verizon to CLEC Trunks

Sub-Metrics NP-1 Percent Final Trunk Group Blockage		
NP-1-01	**% Final Trunk Groups Exceeding Blocking Standard**	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold for one month, exclusive of trunks that block due to CLEC network problems.	Total number of final trunk groups
NP-1-02	**% Final Trunk Groups Exceeding Blocking Standard –(No Exceptions)**	
Calculation	Numerator	Denominator
	Count of Final Trunk Groups that Exceed Blocking Threshold.	Total number of final trunk groups
NP-1-03	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 2 Months**	
Calculation	Numerator	Denominator
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for two consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable
NP-1-04	**Number Dedicated Final Trunk Groups Exceeding Blocking Standard – 3 Months**	
Calculation	Numerator	Denominator
	Count of Dedicated Final Trunk Groups that Exceed Blocking Threshold, for three consecutive months, exclusive of trunks that block due to CLEC network problems.	Not applicable

Function:
NP-2 Collocation Performance

Definition:

Metric NP-2-01: <u>% On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE[48], CCOE[49] and Virtual Collocation)</u>: Measures the percentage of collocation applications that are responded to by the committed response date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-02: <u>Average Interval – Physical Collocation</u>: The average number of business days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-03: <u>Average Interval – SCOPE</u>: The average number of business days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-04: <u>Average Interval – CCOE – Verizon Equipment is Secure</u>: The average number of business days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-05: <u>Average Interval – CCOE – Verizon Equipment is Unsecured</u>: The average number of business days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines", implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-06: <u>Average Interval – Virtual Collocation</u>: The average number of business days between the completion interval start date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-07: <u>% On Time – Completion – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)</u>: Measures the percentage of collocation requests that are completed by the committed completion date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

Metric NP-2-08: <u>Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)</u>: If completion does not occur by the committed completion date (as extended for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses), the average number of *business* days between the committed completion date and the actual completion date (excluding days for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses).

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[48] Secured Collocation Open Physical Environment.
[49] Cageless Collocation – Open Environment.

Exclusions:
• Interval stops for "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements (including, but not limited to, a CLEC failure to make a payment when due).
• Interval stops for CLEC milestone misses (including, but not limited to, a CLEC failure to make a payment when due).
• CLEC Aggregate excludes Verizon Affiliate data.

Performance Standards:

Metrics NP-2-01 and 07: 95% on time according to the following schedule. All intervals are subject to postponement for (a) "time-outs" specified in the "Forecasting Guidelines," implementation schedules, or Verizon tariffs or interconnection agreements, and (b) CLEC milestone misses.

Metric NP-2-01:

Interval for initial response to request for Physical Collocation, SCOPE, CCOE or Virtual Collocation (for the form of the response, see Verizon-NJ Tariff B.P.U.-N.J.-No. 4, § II.B.3.b.(1)(a), (b) and (c)):

- 15 Business Days

Metric NP-2-07:

Interval for completion:

- Physical Collocation: 90 Business Days

- SCOPE: 90 Business Days

- CCOE: If Verizon equipment is secure—76 Business Days

- CCOE: If Verizon equipment is unsecured—105 Business Days

- Virtual: 60 Business Days

    Interval start dates for Metrics NP-2-01 and 07 will be as specified in Verizon-NJ Tariff B.P.U.-N.J.-No. 4 and are subject to payment of all applicable fees and charges.

Metrics NP-2-02, 03, 04, 05, 06 and 08: No standard.

Report Dimensions:	
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State
Products	• New Applications • Augment Applications

Sub-Metrics:		
NP-2-01	**% On Time Response to Request for Collocation – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)**	
Calculation	Numerator	Denominator
	Count of requests for collocation where initial response to request was due in the report period and initial response was provided on time (as extended for "time-outs" and CLEC milestone misses).	Count of requests for collocation where initial response to request was due in the report period.
NP-2-02	**Average Interval – Physical Collocation**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-03	**Average Interval – SCOPE**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-04	**Average Interval – CCOE – Verizon Equipment is Secure**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-05	**Average Interval – CCOE – Verizon Equipment is Unsecured**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-06	**Average Interval – Virtual Collocation**	
Calculation	Numerator	Denominator
	Duration in *business* days from completion interval start date to completion date for collocation arrangements completed during the report period (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period
NP-2-07	**% On Time – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)**	
Calculation	Numerator	Denominator
	Number of collocation arrangements completed during the report period on or before due date (as extended for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period.

NP-2-08	Average Delay Days – Total (Physical Collocation, SCOPE, CCOE and Virtual Collocation)	
Calculation	Numerator	Denominator
	For collocation arrangements completed during the report period that were completed after the due date (as extended for "time-outs" and CLEC milestone misses), sum of duration in business days between due date and actual completion date (excluding days for "time-outs" and CLEC milestone misses).	Count of collocation arrangements completed during the report period that were completed after the due date (as extended for "time-outs" and CLEC milestone misses).

Note:

If changes or revisions to Verizon's collocation tariff or collocation procedures are ordered by the Board, the metric shall be modified to be consistent with the Board's determinations.

Function:		
NP-5 Network Outage Notification		

Definition:

This metric measures the percentage of network outage event notices that are transmitted within 30 minutes after the responsible Verizon work center has determined that a network outage event notice is needed and has commenced the notice process. The measured notices include notices that are sent by electronic mail.

The events that Verizon reports to CLECs include the following:

911: Any disruption of Verizon 911 service regardless of duration.

IOF/Transport: Failure of one or more T3s for 30 minutes or more. Failure of one or more T3s that support TSP rated services (Defense or FAA Government critical circuits), for 15 minutes or more.

Switch: Total switch failure for two minutes or more. Partial switch failure involving 5000 or more lines for 30 minutes or more.

Signaling: SS7 node isolation for five minutes or more. STP or SCP down for two hours or more.

Power: Any power failure resulting in a major service interruption.

Fire: Fires resulting in a major service interruption, or having the potential to cause a major service interruption.

Local Loop/Sub Cable Failure: A subscriber cable failure resulting in 25 or more initial customer reports.

Exclusions:

- Notices for CLECs that elect to receive notices on a delayed basis.
- Notice to a CLEC that is not ready to receive the notice.
- Fax notices.
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

Parity with Verizon Retail.

Report Dimensions

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics:

NP-5-01	% of Network Outage Notices Sent Within 30 Minutes	
Calculation	Numerator	Denominator
	Number of network outage notices in the reporting period that are transmitted within 30 minutes.	Total number of network outage notices in the reporting period.

Function:
NP-6 NXX Updates

Definition:
This metric measures the percentage of NXX updates that were installed in Verizon's switches by the Local Exchange Routing Guide ("LERG") effective date. This metric will be measured and reported on a calendar quarterly basis and will be included in Performance Standards calculations for the final month of the quarter.

Exclusions:
• NXX updates where the interval between Verizon receipt of the CLEC request for the NXX update and the CLEC requested NXX update installation date is less than the industry standard interval specified by ATIS for requesting an NXX update (including, but not limited to, a requested activation date that is less than 45 days from input of code request information into the LERG). • Delays in installation of NXX updates caused by the CLEC (including, but not limited to, activation requests with errors or omissions in the LERG, RDBS or BRIDS, changes in the information entered in the LERG, RDBS or BRIDS, or delays in assignment of NXX codes or installation of NXX codes caused by the CLEC). • CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
Parity with Verizon Retail.

Report Dimensions	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

Sub-Metrics:		
NP-6-01	% of NXX Updates Installed by the LERG Effective Date	
Calculation	Numerator	Denominator
	Number of NXX updates in the reporting period that were installed by the LERG effective date.	Total number of NXX updates in the reporting period.

Billing Performance (BI)

Function:
BI-1 Timeliness of Daily Usage Feed

Definition:
The number of business days from the creation of the message to the date that the usage information is made available to the CLEC on the Daily Usage Feed ("DUF"). Measured in percentage of usage records transmitted within 3, 4, 5, and 8 business days. One report covers both UNE and Resale. For CLECs requesting this service, usage records will be provided to CLECs each business day. The usage process starts with collection of usage information from the switch. Most offices have this information teleprocessed to the data center. Not all offices poll usage every business day. Weekend and Holiday usage is captured on the next Business day. Usage for all CLECs is collected at the same time as Verizon's.   The Verizon usage records on the DUF that will be measured under this metric include, but are not limited to, categories 01-xx-xx (rated usage), 10-xx-xx (unrated usage), and 11-xx-xx (access usage).   The "transmission" date will be: (1) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is ready to receive the transmission, the date the usage data is transmitted from Verizon to the CLEC; (2) for usage data that is sent electronically via telecommunications (Connect: Direct), if the CLEC is not ready to receive the transmission, the date Verizon is ready to transmit the usage data; and, (3) for usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service, the date the usage data is delivered by Verizon to the U.S. Postal Service or private delivery service. If a CLEC elects to receive its usage data both electronically via telecommunications and on a Tape Cartridge, Verizon will measure only the time to provide the usage data electronically via telecommunications.

Exclusions:
• CLEC Aggregate excludes Verizon Affiliate data.

Formula:
[(Total usage records in "y" business days) / (Total usage records on file)] x 100   (note: y = 3, 4, 5 or 8)

Performance Standard:
Metrics BI-1-01, 03 and 04: No standard.   **Metric BI-1-02:** 95% of DUF in 4 Business Days.[50]

Report Dimensions	
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

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[50] This standard applies to both usage data that is sent electronically via telecommunications (Connect: Direct) and usage data that is sent on a Tape Cartridge, via U.S. mail or a private delivery service.

Sub-Metrics		
BI-1-01	**% DUF in 3 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 3 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-02	**% DUF in 4 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 4 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-03	**% DUF in 5 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 5 days or less.	Count of Usage Records on DUF tapes processed during month.
BI-1-04	**% DUF in 8 Business Days**	
Calculation	Numerator	Denominator
	Count of usage records on daily usage feed tapes processed during month, where the difference between measurement date and call date is 8 days or less.	Count of Usage Records on DUF tapes processed during month.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
The percentage of carrier bills sent to the carrier within 10 business days of the bill date. The bill date is the end of the billing period for recurring, non-recurring and usage charges. Performance will be reported by CLEC based upon bill of record. Electronic- BOS is an industry billing format standard, commonly referred to as BOS BDT.		
Exclusions:		
• A bill whose transmission is delayed at the request of the billed carrier. • CLEC Aggregate excludes Verizon Affiliate data.		
Formula:		
[(Number of bills sent within 10 business days) / (Number of bills sent)] x 100		
Performance Standard:		
98% in 10 Business Days		
Report Dimensions		
Company: • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State	
Sub-Metrics		
BI-2-01	**Timeliness of Carrier Bill- Paper Bills**	
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)	
Calculation	Numerator	Denominator
	Count of paper carrier bills sent to CLEC within 10 business days of bill date.	Count of paper Carrier Bills distributed
BI-2-02	**Timeliness of Carrier Bill- Electronic Bills- BOS BDT Format**	
Products	Electronic Carrier Bills	
Calculation	Numerator	Denominator
	Count of electronic carrier bills (BOS BDT) sent to CLEC within 10 business days of bill date.	Count of electronic Carrier Bills distributed (BOS BDT format)

Function:	
BI – 3 Billing Accuracy	

Definition:
The percentage of carrier bill Verizon charges adjusted due to billing errors. Performance will be reported by CLEC based upon bill of record. Electronic- BOS is an industry billing format standard, commonly referred to as BOS BDT.

Exclusions:
• Adjustments that are not billing errors such as: charges for directories, incentive regulation credits, Performance Assurance Plan Payments, out of service credits, special promotional credits. • Metric BI-3-03: Charges adjusted due to billing errors resulting from order activity post completion discrepancies. • CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
Metric BI-3-01: No standard. **Metric BI-3-03:** Parity with Verizon Retail. **Metric BI-3-06:** Parity with VZ Retail (excluding charges adjusted due to billing errors resulting from order activity post completion discrepancies).

Report Dimensions	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

Sub-Metrics	

BI-3-01	**% Billing Adjustments – Including Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies**
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)

Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed

BI-3-03	**% Billing Adjustments – Excluding Charges Adjusted Due to Billing Errors Resulting from Order Activity Post Completion Discrepancies**
Products	CRIS paper carrier bills and CABS paper carrier bills (combined data)

Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors	Total Dollars Billed

BI-3-06	**% Billing Adjustments – Electronic Bills BOS BDT Format**
Products	Electronic Carrier Bills

Calculation	Numerator	Denominator
	Count of dollars adjusted for billing errors on the Electronic Bill (BOS BDT format)	Total Dollars Billed on Electronic Bill (BOS BDT format)

Function:	
BI – 4 DUF Accuracy	

Definition:
Metric BI-4-01: This measure captures the accuracy of the usage records transmitted from Verizon to the CLEC on the Daily Usage Feed ("DUF"). The measure is derived by dividing the number of usage records delivered in the reporting period that had complete information content and proper formatting by the total number of usage records delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt usage records that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report DUF errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

Metric BI-4-02: This metric measures the percentage of corrected usage records that were transmitted to the CLEC on or before the due date. For the purposes of this metric, a corrected usage record will be deemed to be due 30 days after the date on which the CLEC reported to Verizon that the original usage record did not have complete information content or proper formatting. |

Exclusions:
For Metric BI-4-01, any usage record with incomplete information content or improper formatting that is not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the usage record.

For Metric BI-4-02, any corrected usage record that corrects an inaccurate usage record (a usage record that did not have complete information content or proper formatting) that was reported to Verizon by the CLEC more than thirty (30) days after the CLEC's receipt of the inaccurate usage record.

CLEC Aggregate excludes Verizon Affiliate data. |

Formula:
Metric BI-4-01: [(Number of usage records delivered in the reporting period that had complete information content and proper formatting) / (Total number of usage records delivered in the reporting period)] x 100

Metric BI-4-02: [(Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date) / (Total number of corrected usage records due in the reporting period)] x 100 |

Performance Standard:
Metric BI-4-01: 95%

Metric BI-4-02: No standard. |

Report Dimensions:	
Company: - CLEC Aggregate - CLEC Specific - Verizon Affiliate Aggregate - Verizon Affiliate Specific	Geography: State

Sub-Metrics		
BI-4-01	**% Usage Accuracy**	
Calculation	Numerator	Denominator
	Number of usage records delivered in the reporting period that had complete information content and proper formatting	Total number of usage records delivered in the reporting period

BI-4-02	% Corrected Usage Records Delivered On-Time	
Calculation	Numerator	Denominator
	Number of corrected usage records due in the reporting period that were transmitted to the CLEC on or before the due date	Total number of corrected usage records due in the reporting period

Function:	
BI – 5 Accuracy of Mechanized Bill Feed	

Definition:

This measure captures the accuracy of the mechanized bill feed for CRIS bills. The measure is derived by dividing the total number of mechanized bill feed files delivered in the reporting period that had complete information content and proper formatting by the total number of files delivered in the reporting period. The CLEC must report to Verizon within thirty (30) days after receipt mechanized bill feed files that do not have complete information content or proper formatting.

In order to allow CLECs thirty (30) days to report mechanized bill feed errors, the measurement for a reporting period will be reported and used for Performance Standards purposes on a one-month delayed basis (e.g., the measurement for the January reporting period will be included with measurements for February that are reported in March).

Exclusions:

Any file with incomplete information content or improper formatting not reported to Verizon by CLEC within thirty (30) days after CLEC receipt of the file.

CLEC Aggregate excludes Verizon Affiliate data.

Formula:

[(Total number of files delivered in the reporting period that had complete information content and proper formatting) / (Total number of files delivered in the reporting period)] x 100

Performance Standard:

95%

Report Dimensions:

Company:	Geography:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics

BI-5-01	% Accuracy of Mechanized Bill Feed	
Calculation	Numerator	Denominator
	Total number of files delivered in the reporting period that had complete information content and proper formatting	Total number of files delivered in the reporting period

Function:	
BI – 6 Completeness of Usage Charges	
Definition:	
This measure captures the completeness of Verizon usage charges and Verizon usage billing errors that are itemized by date on the Carrier bill. It is derived by dividing the count of date itemized usage charges on the bill that were recorded during the last two billing cycles by the total count of date itemized usage charges that appear on the bill.	
Exclusions:	
Metric BI-6-02: A usage charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy. CLEC Aggregate excludes Verizon Affiliate data.	
Formula:	
[(Usage charges shown on the bill that were recorded during the last two billing cycles) / (Total usage charges shown on the bill)] x 100	
Performance Standard:	
Metric BI-6-01: No standard. Metric BI-6-02: Parity with Verizon Retail.	

Report Dimensions:

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics

BI-6-01	**% Completeness of Usage Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill
BI-6-02	**% Completeness of Usage Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Usage charges shown on the bill that were recorded during the last two billing cycles	Total usage charges shown on the bill

Function:	
BI – 7 Completeness of Fractional Recurring Charges	
Definition:	
This measure captures the completeness of Verizon fractional recurring charges shown on the Carrier bill. The measure is derived by dividing the fractional recurring charges shown on the bill that accrued in the last two billing cycles by the total fractional recurring charges shown on the bill. A "fractional recurring charge" is a recurring charge for a service that was subscribed to by a CLEC for only a portion of a billing cycle (e.g., the monthly recurring charge for a service that was installed or terminated on 15th day of a 30 day bill cycle).	
Exclusions:	
Metric BI-7-02: A fractional recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy. CLEC Aggregate excludes Verizon Affiliate data.	
Formula:	
[(Fractional recurring charges shown on the bill that accrued in the last two billing cycles) / (Total fractional recurring charges shown on the bill)] x 100	
Performance Standard:	
Metric BI-7-01: No standard. Metric BI-7-02: Parity with Verizon Retail.	
Report Dimensions:	

Company:	Geography:
• Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics		
BI-7-01	**% Completeness of Fractional Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill
BI-7-02	**% Completeness of Fractional Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Fractional recurring charges shown on the bill that accrued in the last two billing cycles	Total fractional recurring charges shown on the bill

Function:	
BI – 8 Non-Recurring Charge Completeness	

Definition:
This measure captures the completeness of Verizon non-recurring charges shown on the Carrier bill. The measure is derived by dividing the non-recurring charges shown on the bill that accrued in the last two billing cycles by the total non-recurring charges shown on the bill.

Exclusions:
Metric BI-8-02: A non-recurring charge that accrued prior to the last two billing cycles and whose billing was delayed because of an order activity post completion discrepancy. CLEC Aggregate excludes Verizon Affiliate data.

Formula:
[(Non-recurring charges shown on the bill that accrued in the last two billing cycles) / (Total non-recurring charges shown on the bill)] x 100

Performance Standard:
Metric BI-8-01: No standard. **Metric BI-8-02:** Parity with Verizon Retail.

Report Dimensions:	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

Sub-Metrics		
BI-8-01	**% Completeness of Non-Recurring Charges – Including Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill
BI-8-02	**% Completeness of Non-Recurring Charges – Excluding Order Activity Post Completion Discrepancy Delayed Charges**	
Calculation	Numerator	Denominator
	Non-recurring charges shown on the bill that accrued in the last two billing cycles	Total non-recurring charges shown on the bill

Operator Services and Databases (OD)

Function:		
OD-1 Operator Services – Speed of Answer		
Definition:		
Measures speed of answer for operator services and directory assistance.		
Exclusions:		
• None		
Performance Standard:		
Prior to July 1, 2000: No standard. Commencing July 1, 2000: • **Metrics OD-1-01 and 02:** No standard. • **Metrics OD-1-03 and 04:** 95% within 30 seconds.		
Report Dimensions		
Company: • Verizon/CLEC Aggregate (combined data)	Geography: • Measured and reported for each Verizon operator service center and Verizon directory assistance center, serving CLEC New Jersey customers.	
Sub-Metrics		
OD-1-01	**Average Speed of Answer – Operator Services**	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to operator service (0) from time call enters queue until call is answered by operator	Number of calls to operator services answered
OD-1-02	**Average Speed of Answer – Directory Assistance**	
Calculation	Numerator	Denominator
	Sum of call answer time for calls to Directory Assistance from time call enters queue until operator answers call.	Number of calls to Directory Assistance answered
OD-1-03	**% Calls Answered in 30 Seconds – Operator Services**	
Calculation	Numerator	Denominator
	Number of calls to operator service answered within 30 seconds after the call enters queue	Number of calls to operator services answered
OD-1-04	**% of Calls Answered in 30 Seconds – Directory Assistance**	
Calculation	Numerator	Denominator
	Number of calls to Directory Assistance answered within 30 seconds after the call enters queue	Number of calls to Directory Assistance answered

Function:
OD-2 LIDB, Routing and OS/DA Platforms
Performance Standard:

LIDB:

- LIDB reply rate to all query attempts: Bellcore produced standard
- LIDB query time out: Bellcore produced standard
- Unexpected data values in replies for all LIDB queries: 2%
- Group troubles in all LIDB queries Delivery to OS Platform: 2%

800 Database: Bellcore produced standard

AIN: Bellcore produced standard

Master Street Address Guide ("MSAG"): No standard (the MSAG is provided to Verizon by the applicable municipality and its accuracy is not subject to Verizon's control).

911/E911 Automatic Location Identification Database Updates (integrity of Verizon electronic systems handling and storing data): Parity with Verizon Retail (excluding Verizon order errors for non-Flow-Through orders and CLEC errors).

Directory Listing Database Updates (integrity of Verizon electronic systems handling and storing data): Parity with Verizon Retail (excluding Verizon order errors for non-Flow-Through orders and CLEC errors).

Note:

While this metric establishes standards, it does not require measurement of Verizon performance or reporting of performance information.

Function:
OD-3 DA Database Update Accuracy

Definition:
Directory Assistance. For Directory Assistance updates completed during the reporting period, the update order that the CLEC sent to Verizon is compared to the Directory Assistance database following completion of the update by Verizon. An update is "completed without error" if the Directory Assistance database accurately reflects the new listing, listing deletion or listing modification, submitted by the CLEC.

Methodology:
This measurement will be performed using statistically valid samples.

Exclusions:
Metric OD-3-02: Directory Assistance database errors resulting from service order errors (order activity post completion discrepancies). CLEC Aggregate excludes Verizon Affiliate data.

Formula:
[(Number of updates completed without error) / (Number of updates completed)] x 100

Performance Standard:
Metric OD-3-01: No standard.   Metric OD-3-02: Parity with Verizon Retail.

Report Dimensions:	
Company: • Verizon Retail • CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	Geography: • State

Sub-Metrics		
OD-3-01	**% Directory Assistance Update Accuracy – Including Service Order (Order Activity Post Completion Discrepancy) Errors**	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed
OD-3-02	**% Directory Assistance Update Accuracy – Excluding Service Order (Order Activity Post Completion Discrepancy) Errors**	
Calculation	Numerator	Denominator
	Number of updates completed without error	Total number of updates completed

General (GE)

Function:
GE-1 Directory Listing Verification Reports

Definition:
This metric measures the percentage of directory listing verification reports transmitted on or before the due date. For the purposes of this metric, the due date for a directory listing verification report will be deemed to be the date 30 business days prior to the close out date for the directory. The process for obtaining listing verification reports is documented in Verizon's CLEC and Reseller Handbooks.

Exclusions:
• Reports that the CLEC has requested be transmitted less than 30 business days prior to the close out date for the directory. • CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:
95% of directory listing verification reports transmitted on or before the due date.

Report Dimensions	

Company:
    • CLEC Aggregate
    • CLEC Specific
    • Verizon Affiliate Aggregate
    • Verizon Affiliate Specific
	Geography:
	    • State

Sub-Metrics		
GE-1-01	% of Directory Listing Verification Reports Furnished On-Time	
Calculation	Numerator	Denominator
	Number of directory listing verification reports due in the reporting period that are transmitted on or before the due date.	Total number of directory listing verification reports due in the reporting period.

Function:	
GE-2 Poles, Ducts, Conduit and Rights of Way	

Definition:

This metric measures the percentage of requests for access to Verizon poles, ducts, conduit and rights of way, for which a response stating whether access will be granted is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the date 45 days after Verizon's receipt of a complete and accurate request for access.

Exclusions:

- Requests for access where the requesting party has agreed to receive a response to the request more than 45 days after Verizon's receipt of the request.
- Delays in Verizon's response to the request caused by the CLEC (including, but not limited to, a failure by the CLEC to submit a reasonably complete and accurate request [application] for access, a failure by the CLEC to timely provide information needed to process its request for access, and changes in the CLEC's request for access).
- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

95% of responses transmitted on or before the due date.

Report Dimensions

Company:	Geography:
• CLEC Aggregate	• State
• CLEC Specific	
• Verizon Affiliate Aggregate	
• Verizon Affiliate Specific	

Sub-Metrics

GE-2-01	% of Access Request Responses Transmitted On-Time	
Calculation	Numerator	Denominator
	Number of access request responses due in the reporting period that are transmitted on or before the due date.	Total number of access request responses due in the reporting period.

Function:		
GE-3 Bona Fide Request Responses		

Definition:

This metric measures the percentage of bona fide requests ("BFRs") for access to UNEs, for which a response stating whether the requested access will be offered is transmitted on or before the due date. For the purposes of this metric, the due date for a response to a request for access will be deemed to be the due date specified in the CLEC's interconnection agreement with Verizon or such later date as may have been agreed to by the CLEC and Verizon.

Exclusions:

- CLEC Aggregate excludes Verizon Affiliate data.

Performance Standard:

No standard.

Report Dimensions

Company:	Geography:
• CLEC Aggregate • CLEC Specific • Verizon Affiliate Aggregate • Verizon Affiliate Specific	• State

Sub-Metrics

GE-3-01	% of BFR Responses Furnished On-Time	
Calculation	Numerator	Denominator
	Number of BFR access request responses due in the reporting period that are transmitted on or before the due date.	Total number of BFR access request responses due in the reporting period.

Glossary

Verizon Administrative Orders	Orders completed by Verizon for administrative purposes and NOT at the request of a CLEC or end user. These also include administrative orders for Verizon official lines. [SWO<>"NC", "NF"] [CLS<>TOV, or CLS_2<>TOV]
Verizon Affiliate	"Verizon Affiliate" means a person that (directly or indirectly) controls, is controlled by, or is under common control with, Verizon, and that orders Resale Services, UNE or Interconnection Trunks from Verizon.
<u>Basic Front-End Edits</u>	Front-end edits performed by EDI/Web GUI prior to order submission. Basic Edits performed against EDI/Web GUI provided source data include: State Code must equal DE, DC, MD, NJ, PA, VA, WV; CLEC Id cannot be blank; All Dates and Times must be numeric; Order Type must be '1','2','3','4'; Svc Order Type must be '0', '1' '2'; Flowthru Candidate Ind and Flowthru Indicator must be 'Y' or 'N'; Lines Number must be numeric; Service Order Classification must be '0' or '1'; Confirmation Method must be 'E', 'M' 'W'. Each submission must have a unique key (PON + Ver + CLEC Id + State); Confirmation, Reject and Completion Transactions must have matching Submission record. Any changes to basic edits will be provided via Verizon Change Control procedures.
Business Day	Monday through Friday, excluding Holidays.
CLEC Trunks	As used in Metrics PR-4, PR-5, PR-6, PR-8, MR-2, MR-4 and MR-5, "CLEC Trunks" includes: (1) CLEC to Verizon Trunks provided by Verizon to CLECs; and, (2) Verizon network facilities connecting Verizon to CLEC Trunks to the Verizon network.
Collocation Milestones	Verizon and the CLEC shall work cooperatively to jointly plan the implementation milestones. An implementation schedule will be developed outlining milestones. Verizon and the CLEC shall work cooperatively in meeting milestones as determined during the joint planning process. The interval clock will stop, and the final due date will be adjusted accordingly, for each milestone the CLEC misses (day for day).

Completion Date	The date noted on the service order as the date that all physical work is completed as ordered.
Complex Services	For Retail and Resale, 2 Wire Digital Services (ISDN BRI) and 2 Wire xDSL Services (ADSL service). For UNE, 2 Wire Digital Services (2 wire digital loops and ISDN BRI switch ports), and 2 Wire xDSL Services (2 Wire xDSL Loops and 2 Wire xDSL Line Sharing).
Coordinated Cut over	A coordinated cut-over is the live manual transfer of a Verizon end user to a CLEC completed with manual coordination by Verizon and CLEC technicians to minimize disruptions for the end user customer. Also known as a "hot cut". These all have fixed minimum intervals.
CPE	Customer Premises Equipment

Dispatched Orders:	An order requiring the dispatch of a Verizon Field technician outside of a Verizon Central Office. Intervals differ by line size.
Disposition Codes	The code assigned by the field technician upon closure of trouble. This code identifies the plant type/location in the network where the trouble was found.
Flow-Through Orders	Orders received through the electronic ordering interface (EDI, Web GUI) and processed directly to the legacy service order processor ("SOP") without manual intervention. These service orders require no action by a Verizon service representative to type an order into the service order processor.
Loop Qualification	Loop qualification is the manual step whereby it is determined if the loop facility meets or can be made to meet specifications necessary for ISDN or xDSL services.
LSR	Local Service Request
LSRC	Local Service Request Confirmation
No-Dispatch Orders	Orders completed without a dispatch outside a Verizon Central Office. Includes orders with translation changes and dispatches inside a Verizon Central Office.
OSS	Operations Support Systems
Parity with Verizon Retail (CLEC to Verizon Trunks, and CLEC Trunks)	For CLEC to Verizon Trunks provided by Verizon to CLECs, and CLEC Trunks, "Parity with Verizon Retail" is determined by comparing Verizon's performance with regard to such trunks and facilities to Verizon's performance with regard to IXC Feature Group D trunks provided by Verizon to IXCs.
POTS Services	*Plain Old Telephone Services* include all non-designed lines/circuits that originate at a customer's premise and terminate on an OE (switch Office Equipment). POTS includes Centrex and PBX trunks. POTS does not include Complex Services.
PON	*Purchase Order Number:* Unique purchase order number provided by CLEC to Verizon placed on Local Service Request ("LSR") or Access Service Request ("ASR") as an identifier of a unique order.
POTS Platform	The Analog POTS Platform.
Projects	Projects are designated by CLECs. For Trunks, any request for a new trunk group, augment for more than 384 trunks, complex (E911 or DA), or request out of the ordinary requiring special coordination, such as rearrangements, is considered a project.
Reject	An order is rejected when there are omissions of or errors in required information. Rejects also include queries where notification is provided to a CLEC for clarification on submitted orders. The order is considered rejected and order processing is suspended while a request is returned or queried.
Segment	Segments are parts of whole orders. [NVL SEGMENT, 0=<1] A segment is used to apportion a longer order to meet limitations of record lengths. Similar to a separate page or section on the same order.
SOP	Service Order Processor
Special Services	Any service or element involving circuit design. Any service or element with four wires. Any DS0, DS1 and DS3, non-access service. Excludes trunks (CLEC to Verizon Trunks, CLEC Trunks, Verizon to CLEC Trunks). IOF and EEL are separately reported for provisioning.

Stop Clock	A measure of duration time where some time is excluded. The clock is stopped when testing is occurring, Verizon is awaiting carrier acceptance, or Verizon is denied access.
Suspend for non-payment and associated restore orders.	Includes: (a) orders to suspend Verizon Retail customer service for non-payment and to restore service suspended for non-payment; and, (b) for Resale service, CLEC orders to suspend CLEC customer service for non-payment and to restore service suspended for non-payment, provided such orders are submitted to Verizon as orders to suspend for non-payment and restore service suspended for non-payment, pursuant to Verizon's CLEC suspend for non-payment service.
Test Orders	Orders processed for "fictional" CLECs for Verizon to test new services, attestation of services etc. Includes the following CLEC AECN's: 'DPC', 'DPCL','NYNX','ZKPM','ZPSC','ZTKP','ZTPS','ZJIM'.
Trunks	CLEC to Verizon Trunks, CLEC Trunks and Verizon to CLEC Trunks, measured under these *Carrier-to-Carrier Guidelines* include only message trunks that carry local traffic. They do not include special access trunks provided under an access tariff, IXC dedicated trunks, or trunks carrying only IXC traffic.
VADI	Verizon Advanced Data Inc.
2 Wire Digital Loop	2 wire unbundled digital loop that is compatible with ISDN Basic Rate service. It is capable of supporting simultaneous transmission of 2 B channels and One D channel. It must be provided on non-loaded facilities with less than 1300 OHMs of resistance and not more than 6 kft of bridge tap. This service provides a digital 2-wire enhanced channel. It is equivalent to a 2-wire loop with less than 18,000 feet from the NID at the end user's premises to the main distributing frame (which is connected to the CLEC's collocation arrangement), in Verizon's central office where the end user is served. The 2-wire digital – ISDN BRI loop currently offered by Verizon is designed to support the Integrated Services Digital Network (ISDN) Basic Rate Service that operates digital signals at 160 kilobytes per second (kbps).
2 Wire Digital Services	For Retail and Resale, ISDN BRI service. For UNE, 2 wire digital loops and ISDN BRI switch ports.
2 Wire xDSL Services	For Retail and Resale, ADSL service.

For UNE, 2 Wire xDSL Loops and 2 Wire xDSL Line Sharing. |